



Cisco Unified JTAPI Developers Guide for Cisco Unified Communications Manager 12.0(1)

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CONTENTS

CHAPTER 1

Overview 1

Cisco Unified Communications Manager Interfaces 1

Provisioning Interfaces 2

Administrative XML 2

Cisco Extension Mobility 2

Device Monitoring and Call Control Interfaces 2

Cisco TAPI and Media Driver 2

Cisco JTAPI 3

Cisco Web Dialer 3

Serviceability Interfaces 3

Serviceability XML 3

SNMP/MIBs 4

Routing Rules Interface 4

Cisco Connection Interface 4

JTAPI Overview 5

Cisco Unified JTAPI and Contact Centers 5

Cisco Unified JTAPI and Enterprises 5

Cisco Unified JTAPI Applications 6

Jtprefs Application 7

Cisco Unified JTAPI Concepts 7

CiscoObjectContainer Interface 8

JtapiPeer and Provider 8

Initialization 9

Shutdown 9

Provider.getTerminals() 9

Provider.getAddresses() 9

- Changes to the User Control List in the Directory 9
- Address and Terminal Relationships 10
 - Unobserved Addresses and Terminals 11
 - Connections 11
 - Terminal Connections 11
 - Terminal and Address Restrictions 11
 - CiscoConnectionID 14
- Threaded Callbacks 14
 - CiscoSynchronousObserver Interface 15
 - Querying Dynamic Objects 15
 - callChangeEvent() 15
 - CiscoConsultCall 15
 - CiscoTransferStartEv 16
- Alarm Services 16
- Software Requirements 16
- Development Guidelines 16

CHAPTER 2

New and Changed Information 19

- Cisco Unified Communications Manager, Release 12.0(1) 19
- Features Supported in Previous Releases 19
 - Cisco Unified Communications Manager, Release 11.5(1) 20
 - Cisco Unified Communications Manager, Release 11.0(1) 20
 - Cisco Unified Communications Manager Release 10.5(2) 20
 - Cisco Unified Communications Manager Release 10.0(1) 21
 - Cisco Unified Communications Manager Release 9.0(1) 21
 - Cisco Unified Communications Manager Release 8.6(1) 21
 - Cisco Unified Communications Manager Release 8.5(1) 22
 - Cisco Unified Communications Manager Release 8.0(1) 22
 - Cisco Unified Communications Manager Release 7.1(3) 22
 - Cisco Unified Communications Manager Release 7.1(2) 23
 - Cisco Unified Communications Manager Release 7.0(1) 23
 - Cisco Unified Communications Manager Release 6.1 24
 - Cisco Unified Communications Manager Release 6.0 25
 - Cisco Unified Communications Manager Release 5.1 25

CHAPTER 3**Features Supported by Cisco Unified JTAPI 27**

Account Lockout	31
Agent Greeting	31
AES 256 Algorithm IDs	32
Alternate Script Support	33
API for Exposing Built-In-Bridge Status	33
Arabic and Hebrew Language Support	34
Auto Updater for Linux	34
AutoAccept Support for CTI Ports and Route Points	34
Autoupdate of API	36
Barge and Privacy Event Notification	38
Call Control Discovery	39
Call Forward	39
Call Forward Override	39
Call Park	40
Call Pickup	40
Call Select Status	41
Calling Party Display Name	41
Calling Party IP Address	42
Calling Party IP Address	42
Calling Party Normalization	43
CallFwdAll Key Press Notification	43
CallSelect and UnSelect Event Notification	44
Certificate Download API Enhancement	44
Changes in DeviceType Name Handling	45
Cisco MediaTerminal	45
Provisioning	46
Registration	46
Adding Observers	47
Accepting Calls	48
Cisco Unified Communications Manager Media Endpoint Model	48
Payload and Parameter Negotiation	48

- Initialization 49
- Payload Selection 49
- Receive Channel Allocation 49
- Starting Transmission and Reception 50
- Stopping Transmission and Reception 50
- Cisco Unified Communications Manager Server Failure 50
- Cisco Unified IP 7931G Phone Interaction 51
- Cisco Unified JTAPI Install Internationalization 52
- Cisco VG248 and ATA 186 Analog Phone Gateways 52
- CiscoJtapiExceptions 52
 - Errors 53
- CiscoProvAuthenticationInfoEv 54
- CiscoRTPHandle Interface on Cisco RTP Events 54
- Cisco Terminal Filter and ButtonPressedEvents 54
- CiscoTermRegistrationfailed Event 55
 - Errors 56
- Cius Persistency 56
- Clear Calls 58
- Click to Conference 58
- Cluster Abstraction 58
- Command Line Invocation 59
- Component Updater 60
- Conference 60
 - Cisco Extensions 61
 - Conference Scenarios 61
 - Conference Events 62
 - Transfer and Conference Enhancement 63
- Conference and Join 63
- Conference Chaining 64
- Consult Without Media 65
- CTI Ports 66
- CTI RoutePoints 66
- CTI Remote Device for JTAPI 66
 - Play Announcement 67

Verify Remote Destination Support	68
NuRD (Number Matching for Remote Destination) Support	69
Mobility Interaction Support	69
CTI RD Call Forward	70
CTI Video Support	70
Default CTI IP Addressing for Devices	72
DeleteCall	72
Device Recovery	72
Device Recovery for Phones	73
Device State Server	73
Direct Transfer Across Lines	74
Usage Guidelines	74
Event Flow Comparison and Sample Code	75
Directed Call Park	79
Directory Change Notification	80
Do Not Disturb	80
Do Not Disturb-Reject	81
Drop Any Party	82
Dynamic CTI Port Registration	83
E911 Teleworker	85
Enable or Disable Ringer	85
Encryption Enhancement	86
End to End Call Tracing	86
EnergyWise Deep Sleep Mode	87
Extension Mobility Cross Cluster	89
Extension Mobility Username Login	90
External Call Control	90
End to End Session ID for Calls	91
FIPS Compliance	92
Forced Authorization and Client Matter Codes	93
Supported Interfaces	94
Call.Connect() and Call.Consult()	94
Call.transfer(String) and Connection.redirect()	95
RouteSession.selectRoute()	95

Forwarding on No Bandwidth and Unregistered DN	96
GetCallID in RTP Events	96
GetCallInfo	96
GetGlobalCallID	97
Hairpin Support	97
Half-Duplex Media Support	98
Hold Reversion	99
Hunt List	99
Hunt List Connected Number	100
Hunt Log Status	101
Intercom	102
Intercom Support for Extension Mobility	104
IPv6 Support	104
iSac Codec	105
Java Socket Connect Timeout	106
Join Across Lines	106
Join Across Lines (Only SCCP)	107
Join Across Lines or Connected Conference Across Lines	107
Usage Guidelines	107
Event Flow Comparison and Sample Code	108
Join Across Lines with Conference Enhancements (SCCP and SIP)	112
JRE 1.2 and JRE 1.3 Support Removal	113
JTAPI Version Information	114
Locale Infrastructure Development	114
Logical Partitioning	115
Media Termination at Route Point	115
Media Termination Extensions	117
Message Waiting Indicator Enhancement	118
Modifying Calling Number	119
Multilevel Precedence and Preemption Support	120
Multiple Calls Per DN	121
Native Queuing	121
Network Alerting	122
Network Events	123

New Error Code in CiscoTermRegistrationFailedEv	124
Noncontroller Adding of Parties to Conferences	124
Park DN Monitor	124
Park Monitoring and Assisted DPark Support	125
Park Reminder	127
Park Retrieval	127
Partition Support	127
Password Expiry	130
Persistent Connection	130
Play Zip Tone	132
Presentation Indicator for Calls	133
Privacy On Hold	134
Progress State Converted to Disconnect State	135
Q.Signaling (QSIG) Path Replacement	135
QoS Support	135
QoS Setup on Windows 2000	136
QoS Setup on Windows XP Server 2003	137
Quiet Clear	137
Receiving and Responding to Media Flow Events	138
Inbound Call Media Flow Event Diagram	138
Cisco Unified Communications Solutions RTP Implementation	139
Recording	139
Redirect	142
Redirect Set Original Called ID	143
Redirect to Device	144
Redundancy	145
Redundancy in CTI Managers	145
Invoking CTIManager Redundancy	146
CTIManager Failure	147
Heartbeats	147
Ringback on SIP 183 for Transferred Calls	147
Routing	148
Cisco Route Session Implementation	148
Select Route Timer	149

Forwarding Timer 149

Route Session Extension 149

Caller Options Summary 150

Fault Tolerance When Using Route Points 150

Secure Conferencing 150

Secure Real-Time Protocol Key Material 151

Secured Monitoring and Recording 157

SelectRoute Interface Enhancement 158

selectRoute() with Calling Search Space and Feature Priority 159

Set MessageWaiting 159

Shared Line Support 160

Silent Monitoring 162

Single Sign-On 165

Single Step Transfer 166

SIP 3XX Redirection 167

SIP Phone Support 168

SIP REFER or REPLACE 171

SIP Trunk Early Offer 172

Star (*) 50 Update 175

Super Provider (Disable Device Validation) 175

Superprovider and Change Notification 176

Support for Cisco Unified IP Phone 6901 178

Support for Cisco Unified IP Phone 6900 Series 179

Support for 100+ Directory Numbers 180

Support for VMware 181

Swap or Cancel and Transfer or Conference Behavior 182

Terminal and Address Capability Settings 184

Terminal and Address Restrictions 185

SHA-512 Support for Digital Signatures 188

Transfer 188

 CiscoTransferStartEv 189

 CiscoTransferEndEv 189

 Transfer Scenarios 189

Transfer and Conference Extensions 191

Transfer and DirectTransfer	191
Translation Pattern Support	192
Transport Layer Security (TLS)	193
Unicode Support	199
Unrestricted Unified CM	201
URI Dialing	202
Version Format Change	203
Verification Involving PSTN Reachability	203
Video Capabilities and Multi-Media Information	203
Exposing Multimedia Capability on CiscoTerminal	204
Exposing Changes in Multimedia Capability Via a New Provider Event	204
Exposing Multimedia Capability on a CiscoCall	204
Exposing Multimedia Streams Information on CiscoTerminal	205
Supported Features (Within the Same Cluster)	205
Supported Features (Across Clusters)	206
Limitations	206
Video On Hold Support	207
Voice MailBox Support	208
XSI Object Pass Through	208
CiscoTerminal Method	209
Authentication and Mechanism	209

CHAPTER 4

Cisco Unified JTAPI Installation	211
Overview	211
Required Software	212
Supported Platforms	212
Installing the Cisco Unified JTAPI Software	212
Silent Install Invocation	212
Command Line Invocation	213
End User Installation	214
Installation Procedures	215
Linux Platforms	215
Verifying Linux Installation	216
Windows Platforms	217

- Installing Cisco JTAPI on 32 bit Windows Platforms 217
- Installing Cisco JTAPI on 64 bit Windows Platforms 222
- Verifying Windows Installation 226
- Determining the Current JTAPI Version 226
- Using Cisco Unified CM JTAPI 227
 - Program Group and Program Elements 227
- Cisco Unified JTAPI Configuration Settings 227
 - JTAPI Tracing Tab 228
 - Log Destination Tab 230
 - Cisco Unified CM Tab 232
 - Advanced Tab 233
 - Security Tab 236
 - Language Tab 238
- Administering User Information for JTAPI Applications 240
- Fields in the jtapi.ini File 240
 - Sample jtapi.ini File with Default Values 246

CHAPTER 5 Hierarchy for All Cisco Unified JTAPI Packages 247

- Class Hierarchy 247
- Interface Hierarchy 248

CHAPTER 6 Cisco Unified JTAPI Extensions 257

- Class Hierarchy 261
- CiscoAddressCallInfo 261
 - Declaration 261
 - Constructors 262
 - Fields 262
 - Methods 262
 - Inherited Methods 262
 - Related Documentation 262
- CiscoG711MediaCapability 263
 - Declaration 263
 - Constructors 263
 - Fields 263

Inherited Fields	264
Methods	264
Inherited Methods	264
Related Documentation	264
CiscoG723MediaCapability	264
Declaration	264
Constructors	265
Fields	265
Inherited Fields	265
Methods	265
Inherited Methods	266
Related Documentation	266
CiscoG729MediaCapability	266
Declaration	266
Constructors	266
Fields	267
Inherited Fields	267
Methods	267
Inherited Methods	267
Related Documentation	267
CiscoGSMMediaCapability	267
Declaration	268
Constructors	268
Fields	268
Inherited Fields	268
Methods	268
Inherited Methods	269
Related Documentation	269
CiscoJtapiVersion	269
Declaration	269
Constructors	269
Fields	269
Methods	270
Inherited Methods	270

Related Documentation	270
CiscoMediaCapability	270
Declaration	271
Subclasses	271
Constructors	271
Fields	271
Methods	272
Inherited Methods	272
Related Documentation	272
CiscoMultiMediaCapabilityInfo	272
Declaration	272
Fields	273
Methods	273
CiscoRegistrationException	273
Declaration	274
Implemented Interfaces	274
Constructors	274
Methods	274
Inherited Methods	274
Related Documentation	274
CiscoRTTPParams	275
Declaration	275
Constructors	275
Fields	275
Methods	275
Inherited Methods	276
Related Documentation	276
CiscoUnregistrationException	276
Declaration	276
Implemented Interfaces	276
Constructors	276
Fields	277
Methods	277
Inherited Methods	277

Related Documentation	277
CiscoWideBandMediaCapability	277
Declaration	277
Constructors	278
Fields	278
Inherited Fields	278
Methods	278
Inherited Methods	278
Related Documentation	278
Interface Hierarchy	279
CiscoAddrActivatedEv	285
Superinterfaces	286
Declaration	286
Fields	286
Inherited Fields	286
Methods	286
Inherited Methods	287
Related Documentation	287
Superinterfaces	287
Declaration	287
Fields	287
Inherited Fields	287
Methods	288
Inherited Methods	288
Related Documentation	289
CiscoAddrActivatedOnTerminalEv	289
Superinterfaces	289
Declaration	289
Fields	289
Inherited Fields	290
Methods	290
Inherited Methods	290
Related Documentation	291
CiscoAddrAddedToTerminalEv	291

Superinterfaces	291
Declaration	291
Fields	291
Inherited Fields	291
Methods	292
Inherited Methods	292
Related Documentation	292
CiscoAddrAutoAcceptStatusChangedEv	292
Superinterfaces	293
Declaration	293
Fields	293
Inherited Fields	293
Methods	294
Inherited Methods	294
Related Documentation	294
CiscoAddrCreatedEv	294
Superinterfaces	294
Declaration	295
Fields	295
Inherited Fields	295
Methods	295
Inherited Methods	296
Related Documentation	296
CiscoAddrMonitorTerminatedEv	296
Declaration	296
Methods	296
Related Documentation	297
CiscoAddress	297
Superinterfaces	298
Subinterfaces	298
Fields	298
Methods	299
Inherited Methods	311
Parameters	311

Related Documentation	311
CiscoAddressObserver	311
Superinterfaces	311
Declaration	311
Fields	311
Methods	312
Inherited Methods	312
Related Documentation	312
CiscoAddrEv	312
Superinterfaces	312
Subinterfaces	312
Declaration	312
Fields	312
Inherited Fields	313
Methods	313
Inherited Methods	313
Related Documentation	313
CiscoAddrEvFilter	313
Fields	314
Methods	314
Inherited Methods	316
Parameters	316
Value Range	316
Related Documentation	316
CiscoAddrInServiceEv	316
Superinterfaces	316
Declaration	316
Fields	316
Inherited Fields	317
Methods	317
Inherited Methods	317
Related Documentation	317
CiscoAddrIntercomInfoChangedEv	318
Superinterfaces	318

Declaration	318
Fields	318
Inherited Fields	318
Methods	319
Inherited Methods	319
Related Documentation	319
CiscoAddrIntercomInfoRestorationFailedEv	319
Superinterfaces	320
Declaration	320
Fields	320
Inherited Fields	320
Methods	320
Inherited Methods	321
Related Documentation	321
CiscoAddrPickupGroupChangedEv	321
Declaration	321
Methods	321
New Error Code	322
CiscoAddrOutOfServiceEv	322
Superinterfaces	322
Declaration	322
Fields	322
Inherited Fields	322
Methods	323
Inherited Methods	323
Related Documentation	324
CiscoAddrParkStatusEv	324
Declaration	324
Fields	324
Inherited Fields	325
Methods	325
Value Ranges	325
Related Documentation	325
CiscoAddrRecordingConfigChangedEv	326

Superinterfaces	326
Declaration	326
Fields	326
Inherited Fields	326
Methods	327
Inherited Methods	327
Related Documentation	327
CiscoAddrRemovedEv	327
Superinterfaces	328
Declaration	328
Fields	328
Inherited Fields	328
Methods	328
Inherited Methods	329
Related Documentation	329
CiscoAddrRemovedFromTerminalEv	329
Superinterfaces	329
Declaration	329
Fields	330
Inherited Fields	330
Methods	330
Inherited Methods	330
Related Documentation	331
CiscoAddrRestrictedEv	331
Superinterfaces	331
Declaration	331
Fields	331
Inherited Fields	332
Methods	332
Inherited Methods	332
Related Documentation	333
CiscoAddrRestrictedOnTerminalEv	333
Superinterfaces	333
Declaration	333

Fields	333
Inherited Fields	333
Methods	334
Inherited Methods	334
Related Documentation	334
CiscoAddrVoiceMailPilotChangedEv	334
Superinterfaces	335
Declaration	335
Fields	335
Inherited Fields	335
Methods	335
Inherited Methods	336
Related Documentation	336
CiscoAnnouncementStartedEv	336
Declaration	336
Methods	336
CiscoAnnouncementEndedEv	336
Declaration	336
Methods	337
CiscoAnnouncementErrorEv	337
Declaration	337
Methods	337
CiscoBaseMediaTerminal	337
Declaration	338
Superinterfaces	338
Fields	338
Inherited Fields	338
Methods	338
Inherited Methods	339
Parameters	339
Data Types	339
Range of Values	339
CiscoCall	340
Superinterfaces	341

Subinterfaces	341
Declaration	341
Fields	341
Inherited Fields	343
Methods	344
Inherited Methods	347
Parameters	347
Conference Controller	347
Telephone Call Argument	347
Other Shared Participants	348
The Transfer Controller	350
The New Connection	350
Related Documentation	353
CiscoCallChangedEv	353
Superinterfaces	354
Declaration	354
Fields	354
Inherited Fields	354
Methods	356
Inherited Methods	356
Related Documentation	356
CiscoCallConsultCancelledEv	357
Superinterfaces	357
Declaration	357
Fields	357
Inherited Fields	357
Methods	357
Inherited Methods	357
Related Documentation	358
CiscoCallCtlConnOfferedEv	358
Superinterfaces	358
Declaration	358
Fields	358
Inherited Fields	358

Methods	359
Inherited Methods	359
Related Documentation	360
CiscoCallCtlTermConnHeldReversionEv	360
Superinterfaces	360
Declaration	360
Fields	361
Inherited Fields	361
Methods	361
Inherited Methods	362
Related Documentation	362
CiscoCallEv	362
Superinterfaces	363
Subinterfaces	363
Declaration	363
Fields	363
Inherited Fields	372
Methods	372
Related Documentation	373
CiscoCallFeatureCancelledEv	373
Declaration	373
Methods	373
Related Documentation	374
CiscoCallID	374
Superinterfaces	374
Declaration	374
Fields	374
Methods	374
Inherited Methods	375
Related Documentation	375
CiscoMediaCallSecurityIndicator	375
Declaration	375
Fields	375
Methods	375

Related Documentation	376
CiscoCallSecurityStatusChangedEv	376
Superinterfaces	376
Declaration	376
Fields	376
Inherited Fields	376
Methods	378
Inherited Methods	378
Related Documentation	379
CiscoConferenceChain	379
Declaration	379
Fields	379
Methods	379
Related Documentation	380
CiscoConferenceChainAddedEv	380
All Superinterfaces	380
Declaration	380
Fields	380
Inherited Fields	381
Methods	382
Inherited Methods	382
Related Documentation	383
CiscoConferenceChainRemovedEv	383
Superinterfaces	383
Declaration	383
Fields	383
Inherited Fields	384
Methods	385
Inherited Methods	385
Related Documentation	386
CiscoConferenceEndEv	386
Superinterfaces	386
Declaration	386
Fields	386

Inherited Fields	387
Methods	388
Inherited Methods	389
Related Documentation	390
CiscoConferenceStartEv	390
Superinterfaces	390
Declaration	390
Fields	390
Inherited Fields	391
Methods	392
Inherited Methods	393
Related Documentation	394
CiscoConnection	394
All Superinterfaces	394
Declaration	394
Fields	395
Inherited Fields	396
Methods	396
Inherited Methods	406
Documentation	406
CiscoConnectionID	406
Superinterfaces	407
Declaration	407
Fields	407
Methods	407
Inherited Methods	407
Related Documentation	407
CiscoConnectionUniqueIDChangedEv	407
Declaration	408
Methods	408
Related Documentation	408
CiscoConsultCall	408
Superinterfaces	408
Declaration	408

Fields	408
Inherited Fields	409
Methods	409
Inherited Methods	410
Related Documentation	411
CiscoConsultCallActiveEv	411
Superinterfaces	411
Declaration	411
Fields	411
Inherited Fields	412
Methods	413
Inherited Methods	414
Related Documentation	414
CiscoEv	415
Superinterfaces	415
Subinterfaces	415
Declaration	415
Fields	415
Inherited Fields	416
Methods	416
Inherited Methods	416
Related Documentation	416
CiscoFeatureReason	416
Declaration	417
Fields	417
Related Documentation	419
CiscoHuntConnection	419
Declaration	419
Methods	419
Related Documentation	419
CiscoIntercomAddress	419
Superinterfaces	420
Declaration	420
Fields	420

Inherited Fields	420
Methods	421
Inherited Methods	422
Related Documentation	423
CiscoIsacMediaCapability	423
Superinterfaces	423
Declaration	423
Constructors	423
Fields	424
Inherited Fields	424
Methods	424
Inherited Methods	424
CiscoJtapiException	424
Declaration	426
Fields	426
Inherited Fields	438
Methods	438
Inherited Methods	439
Related Documentation	439
CiscoMediaStreamStartedEv	439
Declaration	439
Fields	439
Inherited Fields	439
Methods	439
Inherited Methods	439
CiscoMediaStreamEndedEv	440
Declaration	440
Fields	440
Inherited Fields	440
Methods	440
Inherited Methods	441
CiscoJtapiPeer	441
Superinterfaces	441
Declaration	441

Fields	441
Methods	441
Inherited Methods	442
Related Documentation	442
CiscoJtapiPeerImpl	442
Declaration	442
Fields	442
Methods	442
CiscoJtapiProperties	443
Declaration	443
Fields	443
Methods	444
User/InstanceID Hash Table	449
Related Documentation	450
CiscoLocales	450
Declaration	450
Fields	450
Methods	452
Related Documentation	452
CiscoMasterKeyIndicator	452
Declaration	452
Methods	453
CiscoMediaConnectionMode	453
Declaration	453
Fields	453
Methods	453
Related Documentation	454
CiscoMediaEncryptionAlgorithmType	454
Superinterfaces	454
Fields	454
Related Documentation	454
CiscoMediaEncryptionKeyInfo	454
Declaration	455
Fields	455

- Methods 455
- Related Documentation 455
- CiscoMediaOpenIPPortEv 455
 - Declaration 456
 - Superinterfaces 456
 - Fields 456
 - Inherited Fields 456
 - Methods 457
 - Inherited Methods 457
- CiscoMediaOpenLogicalChannelEv 457
 - Superinterfaces 458
 - Declaration 458
 - Fields 458
 - Inherited Fields 458
 - Methods 459
 - Inherited Methods 460
 - Related Documentation 460
- CiscoMediaSecurityIndicator 461
 - Declaration 461
 - Fields 461
 - Related Documentation 461
- CiscoMediaTerminal 462
 - Superinterfaces 462
 - Declaration 462
 - Fields 462
 - Inherited Fields 462
 - Methods 463
 - Inherited Methods 473
 - Related Documentation 473
- CiscoMonitorInitiatorInfo 473
 - Declaration 474
 - Fields 474
 - Methods 474
 - Related Documentation 474

CiscoMonitorTargetInfo	474
Declaration	474
Fields	474
Methods	475
Related Documentation	475
CiscoMultiForkingRecorderInfo	475
Declaration	475
Methods	476
CiscoMultiMediaCapabilityInfo	476
Declaration	476
Fields	477
Methods	477
CiscoMultiMediaConnectionMode	478
Declaration	478
Methods	478
CiscoMultiMediaEncryptionKeyInfo	478
Declaration	478
Methods	479
CiscoMultiMediaProperties	479
Declaration	479
Methods	479
CiscoMultiMediaStreamsInfoEv	480
Declaration	481
Methods	481
CiscoMultiMediaType	481
Declaration	481
Methods	481
CiscoObjectContainer	482
Subinterfaces	482
Declaration	482
Fields	482
Methods	482
Related Documentation	483
CiscoOutOfServiceEv	483

Superinterfaces	483
Subinterfaces	483
Declaration	483
Fields	483
Inherited Fields	484
Methods	484
Related Documentation	484
CiscoPartyInfo	484
Declaration	485
Fields	485
Methods	485
Related Documentation	486
CiscoPickupGroup	486
Declaration	486
Methods	487
Related Documentation	487
CiscoProvCallParkEv	487
Superinterfaces	487
Declaration	487
Fields	487
Inherited Fields	488
Methods	488
Inherited Methods	489
Related Documentation	489
CiscoProvEv	489
Superinterfaces	490
Subinterfaces	490
Declaration	490
Fields	490
Inherited Fields	490
Methods	491
Inherited Methods	491
CiscoProvFeatureEv	491
Superinterfaces	492

Subinterfaces	492
Declaration	492
Fields	492
Inherited Fields	492
Methods	493
Inherited Methods	493
Related Documentation	493
CiscoProvFeatureID	493
Declaration	494
Fields	494
Methods	495
Related Documentation	495
CiscoProvPickupCallAlertEv	495
Declaration	495
Methods	495
CiscoProvTerminalIPAddressChangedEv	496
Declaration	496
Fields	496
Methods	497
Related Documentation	497
CiscoProvTerminalMultiMediaCapabilityChangedEv	497
Declaration	497
Methods	497
CiscoProvTerminalRegisteredEv	498
Declaration	498
Fields	498
Methods	498
Related Documentation	498
CiscoProvTerminalUnRegisteredEv	499
Declaration	499
Fields	499
Methods	499
Related Documentation	499
CiscoProvider	500

- Superinterfaces **500**
- Declaration **500**
- Fields **500**
 - Inherited Fields **500**
- New Error Codes **501**
- Methods **501**
 - Inherited Methods **509**
- Related Documentation **509**
- CiscoProviderCapabilities **509**
 - Superinterfaces **510**
 - Declaration **510**
 - Methods **510**
 - Inherited Methods **512**
 - Related Documentation **512**
- CiscoProviderCapabilityChangedEv **512**
 - Declaration **512**
 - Fields **512**
 - Methods **513**
 - Related Documentation **514**
- CiscoProviderObserver **514**
 - Superinterfaces **514**
 - Declaration **514**
 - Methods **514**
 - Inherited Methods **514**
 - Related Documentation **515**
- CiscoProvTerminalCapabilityChangedEv **515**
 - Superinterfaces **515**
 - Declaration **515**
 - Fields **515**
 - Inherited Fields **515**
 - Methods **516**
 - Inherited Methods **516**
 - Related Documentation **516**
- CiscoProvTerminalRemoteDestinationChangedEv **516**

Methods	517
CiscoRecorderInfo	517
Declaration	518
Fields	518
Methods	518
Range of Values	518
Related Documentation	519
CiscoRemoteDestinationInfo	519
Methods	519
CiscoRemoteTerminal	519
Declaration	519
Methods	520
Parameters	522
Data Type	522
New Error Codes	522
Sample Code	523
CiscoRestrictedEv	524
Superinterfaces	524
Subinterfaces	524
Declaration	524
Fields	525
Inherited Fields	525
Methods	526
Inherited Methods	526
Related Documentation	526
CiscoRouteAddress	526
Superinterfaces	526
Declaration	526
Fields	526
Inherited Fields	527
Methods	527
Inherited Methods	527
Related Documentation	527
CiscoRouteEvent	527

Superinterfaces	528
Declaration	528
Fields	528
Inherited Fields	528
Methods	528
Inherited Methods	528
Related Documentation	529
CiscoRouteSession	529
Superinterfaces	529
Declaration	529
Fields	529
Inherited Fields	531
Methods	531
Inherited Methods	548
Related Documentation	548
CiscoRouteTerminal	548
Superinterfaces	549
Declaration	550
Fields	550
Inherited Fields	550
Methods	551
Inherited Methods	556
Related Documentation	557
CiscoRouteUsedEvent	557
Superinterfaces	557
Declaration	557
Fields	557
Methods	557
Inherited Methods	558
Related Documentation	558
CiscoRTPBitRate	558
Declaration	558
Fields	558
Methods	558

Related Documentation	559
CiscoRTPHandle	559
Declaration	559
Fields	559
Methods	559
Related Documentation	559
CiscoRTPInputKeyEv	560
Superinterfaces	560
Declaration	560
Fields	560
Inherited Fields	560
Methods	561
Inherited Methods	561
Related Documentation	562
CiscoRTPInputProperties	562
Declaration	562
Fields	562
Methods	562
Related Documentation	563
CiscoRTPInputStartedEv	563
Superinterfaces	563
Declaration	563
Fields	564
Inherited Fields	564
Methods	564
Inherited Methods	565
Related Documentation	565
CiscoRTPInputStoppedEv	565
Superinterfaces	565
Declaration	565
Fields	565
Inherited Fields	566
Methods	566
Inherited Methods	567

Related Documentation	567
CiscoRTPOutputKeyEv	567
Superinterfaces	567
Declaration	567
Fields	567
Inherited Fields	568
Methods	568
Inherited Methods	569
Related Documentation	569
CiscoRTPOutputProperties	569
Declaration	569
Fields	569
Methods	570
Related Documentation	571
CiscoRTPOutputStartedEv	571
Superinterfaces	571
Declaration	571
Fields	571
Inherited Fields	571
Methods	572
Inherited Methods	572
Related Documentation	573
CiscoRTPOutputStoppedEv	573
Superinterfaces	573
Declaration	573
Fields	573
Inherited Fields	573
Methods	574
Inherited Methods	574
Related Documentation	574
CiscoRTPOutputKeyEv	575
Superinterfaces	575
Declaration	575
Fields	575

Inherited Fields	575
Methods	576
Inherited Methods	576
Related Documentation	577
CiscoRTPOutputProperties	577
Declaration	577
Fields	577
Methods	577
Related Documentation	578
CiscoRTPOutputStartedEv	578
Superinterfaces	579
Declaration	579
Fields	579
Inherited Fields	579
Methods	580
Inherited Methods	580
Related Documentation	580
CiscoRTPOutputStoppedEv	581
Superinterfaces	581
Declaration	581
Fields	581
Inherited Fields	581
Methods	582
Inherited Methods	582
Related Documentation	582
CiscoRTPPayload	583
Declaration	583
Fields	583
Methods	584
Related Documentation	584
CiscoRTTPProperties	584
Declaration	585
Methods	585
CiscoSynchronousObserver	586

- Declaration 586
- Fields 586
- Methods 587
- Related Documentation 587
- CiscoTermActivatedEv 587
 - Superinterfaces 587
 - Declaration 587
 - Fields 587
 - Inherited Fields 587
 - Methods 588
 - Inherited Methods 588
 - Related Documentation 588
- CiscoTermButtonPressedEv 588
 - Superinterfaces 588
 - Declaration 589
 - Fields 589
 - Inherited Fields 589
 - Methods 590
 - Inherited Methods 590
 - Related Documentation 590
- CiscoTermConnMonitoringEndEv 590
 - Superinterfaces 591
 - Declaration 591
 - Fields 591
 - Inherited Fields 591
 - Methods 591
 - Inherited Methods 592
 - Related Documentation 592
- CiscoTermConnMonitoringStartEv 592
 - Superinterfaces 592
 - Declaration 592
 - Fields 592
 - Inherited Fields 593
 - Methods 593

Inherited Methods	593
Related Documentation	593
CiscoTermConnMonitorInitiatorInfoEv	593
Superinterfaces	594
Declaration	594
Fields	594
Inherited Fields	594
Methods	594
Inherited Methods	595
Related Documentation	595
CiscoTermConnMonitorTargetInfoEv	595
Superinterfaces	595
Declaration	595
Fields	596
Inherited Fields	596
Methods	596
Inherited Methods	596
Related Documentation	596
CiscoTermConnPrivacyChangedEv	597
Declaration	597
Fields	597
Methods	597
Related Documentation	597
CiscoTermConnRecordingEndEv	597
Superinterfaces	598
Declaration	598
Fields	598
Inherited Fields	598
Methods	598
Inherited Methods	598
Related Documentation	599
CiscoTermConnRecordingStartEv	599
Superinterfaces	599
Declaration	599

- Fields **599**
 - Inherited Fields **599**
- Methods **599**
 - Inherited Methods **599**
- Related Documentation **600**
- CiscoTermConnRecordingTargetInfoEv **600**
 - Superinterfaces **600**
 - Declaration **600**
 - Fields **600**
 - Inherited Fields **600**
 - Methods **601**
 - Related Documentation **601**
- CiscoTermConnRecordingFailedEv **601**
 - Superinterfaces **601**
 - Declaration **601**
 - Fields **602**
 - Inherited Fields **602**
 - Methods **602**
 - Inherited Methods **602**
 - Related Documentation **602**
- CiscoTermConnSelectChangedEv **602**
 - Superinterfaces **603**
 - Declaration **603**
 - Fields **603**
 - Inherited Fields **603**
 - Methods **603**
 - Inherited Methods **603**
 - Related Documentation **604**
- CiscoTermCreatedEv **604**
 - Superinterfaces **604**
 - Declaration **604**
 - Fields **604**
 - Inherited Fields **604**
 - Methods **605**

Inherited Methods	605
Related Documentation	605
CiscoTermDataEv	605
Superinterfaces	606
Declaration	606
Fields	606
Inherited Fields	606
Methods	606
Inherited Methods	607
Related Documentation	607
CiscoTermDeviceStateActiveEv	607
Superinterfaces	607
Declaration	607
Fields	607
Inherited Fields	608
Methods	608
Inherited Methods	608
Related Documentation	608
CiscoTermDeviceStateAlertingEv	608
Superinterfaces	609
Declaration	609
Fields	609
Inherited Fields	609
Methods	610
Inherited Methods	610
Related Documentation	610
CiscoTermDeviceStateHeldEv	610
Superinterfaces	610
Declaration	610
Fields	611
Inherited Fields	611
Methods	611
Inherited Methods	611
Related Documentation	612

CiscoTermDeviceStateIdleEv	612
Superinterfaces	612
Declaration	612
Fields	612
Inherited Fields	612
Methods	613
Inherited Methods	613
Related Documentation	613
CiscoTermDeviceStateWhisperEv	613
Superinterfaces	613
Declaration	614
Fields	614
Inherited Fields	614
Methods	614
Inherited Methods	614
Related Documentation	615
CiscoTermDNDOptionChangedEv	615
Superinterfaces	615
Fields	615
Methods	616
CiscoTermDNDStatusChangedEv	616
Superinterfaces	617
Declaration	617
Fields	617
Inherited Fields	617
Methods	618
Inherited Methods	618
Related Documentation	618
CiscoTermEv	618
Superinterfaces	618
Subinterfaces	618
Declaration	619
Fields	619
Inherited Fields	619

Methods	619
Inherited Methods	619
Related Documentation	620
CiscoTermEvFilter	620
Declaration	620
Fields	620
Methods	620
Related Documentation	623
CiscoTerminal	623
Superinterfaces	625
Subinterfaces	625
Declaration	625
Fields	625
Methods	627
Inherited Fields	639
Data Type	640
Related Documentation	641
CiscoTerminalConnection	642
Superinterfaces	642
Declaration	642
Fields	642
Inherited Fields	643
Parameters	643
New Error Codes	643
Methods	645
Inherited Methods	648
Related Documentation	648
CiscoTerminalObserver	649
Superinterfaces	649
Declaration	649
Fields	649
Methods	649
Inherited Methods	649
Related Documentation	649

- CiscoTerminalProtocol 649
 - Superinterfaces 650
 - Fields 650
 - Related Documentation 650
- CiscoTermInServiceEv 650
 - Superinterfaces 651
 - Declaration 651
 - Fields 651
 - Inherited Fields 651
 - Methods 652
 - Inherited Methods 652
 - Related Documentation 652
- CiscoTermOutOfServiceEv 653
 - Superinterfaces 653
 - Declaration 653
 - Fields 653
 - Inherited Fields 653
 - Methods 654
 - Inherited Methods 654
 - Related Documentation 654
- CiscoTermRegistrationFailedEv 654
 - Superinterfaces 655
 - Declaration 655
 - Fields 655
 - Inherited Fields 656
 - Methods 657
 - Inherited Methods 657
 - Related Documentation 657
- CiscoTermRemovedEv 657
 - Superinterfaces 657
 - Declaration 657
 - Fields 658
 - Inherited Fields 658
 - Methods 658

Inherited Methods	658
Related Documentation	659
CiscoTermRestrictedEv	659
Superinterfaces	659
Declaration	659
Fields	659
Inherited Fields	659
Methods	660
Inherited Methods	660
Related Documentation	660
CiscoTermSnapshotCompletedEv	660
Superinterfaces	661
Declaration	661
Fields	661
Inherited Fields	661
Methods	661
Inherited Methods	662
Related Documentation	662
CiscoTermSnapshotEv	662
Superinterfaces	662
Declaration	662
Fields	663
Inherited Fields	663
Methods	663
Inherited Methods	663
Related Documentation	664
CiscoTone	664
Superinterfaces	664
Fields	664
CiscoToneChangedEv	665
Superinterfaces	665
Declaration	665
Fields	665
Inherited Fields	667

Methods	667
Inherited Methods	668
Related Documentation	668
CiscoTransferEndEv	668
Superinterfaces	668
Declaration	668
Fields	668
Inherited Fields	669
Methods	670
Inherited Methods	671
Related Documentation	671
CiscoTransferStartEv	671
Superinterfaces	672
Declaration	672
Fields	672
Inherited Fields	672
Methods	674
Inherited Methods	674
Related Documentation	675
CiscoUrlInfo	675
Declaration	675
Fields	675
Methods	676
Related Documentation	676
ComponentUpdater	676
Declaration	676
Methods	676
Related Documentation	677
ProviderPickupNotificationRegistrationClosedEv	677
Declaration	677
Methods	677
New Reason Code	678
Related Documentation	678
CiscoTermHuntLogStatusChangedEv	678

Declaration 678

Methods 678

CHAPTER 7**Cisco Unified JTAPI Alarms and Services 679**

Alarm Class Hierarchy 680

AlarmManager 680

Declaration 681

Constructors 681

Methods 682

AlarmWriter 682

Declaration 682

All Known Implementing Classes 682

Member Summary 682

Methods 683

DefaultAlarm 684

Declaration 684

All Implemented Interfaces 684

Member Summary 684

Constructors 685

Methods 685

DefaultAlarmWriter 686

Declaration 686

All Implemented Interfaces 686

Member Summary 686

Constructors 687

Methods 688

ParameterList 690

Declaration 690

Member Summary 690

Constructors 691

Methods 691

Alarm Interface Hierarchy 692

Alarm 692

Declaration 693

- All Known Implementing Classes 693
 - Member Summary 693
 - Fields 695
 - Methods 696
- AlarmWriter 697
 - Declaration 697
 - All Known Implementing Classes 697
 - Member Summary 697
 - Methods 698
- Services Tracing Class Hierarchy 699
- BaseTraceWriter 699
 - Declaration 699
 - All Implemented Interfaces 699
 - Direct Known Subclasses 699
 - Member Summary 700
 - Constructors 701
 - Methods 701
- ConsoleTraceWriter 703
 - Declaration 703
 - All Implemented Interfaces 704
 - Member Summary 704
 - Constructors 704
 - Methods 705
- LogFileTraceWriter 705
 - Declaration 707
 - All Implemented Interfaces 707
 - Member Summary 707
 - Fields 708
 - Constructors 709
 - Methods 710
- OutputStreamTraceWriter 711
 - Declaration 712
 - All Implemented Interfaces 712
 - Member Summary 712

Constructors	713
Methods	713
SyslogTraceWriter	714
Declaration	714
All Implemented Interfaces	714
Member Summary	714
Constructors	715
Methods	716
TraceManagerFactory	716
Declaration	716
Member Summary	716
Methods	717
Services Tracing Interface Hierarchy	718
Trace	718
Declaration	718
All Known Subinterfaces	719
Member Summary	719
Fields	721
Methods	723
ConditionalTrace	725
Declaration	725
All Superinterfaces	725
Member Summary	725
Methods	726
UnconditionalTrace	726
Declaration	726
All Superinterfaces	726
Member Summary	727
TraceManager	727
Declaration	728
Member Summary	728
Methods	729
TraceModule	731
Declaration	731

- All Known Subinterfaces **731**
- Member Summary **732**
- Methods **732**
- TraceWriter **732**
 - Declaration **732**
 - All Known Subinterfaces **732**
 - All Known Implementing Classes **732**
 - Member Summary **733**
 - Methods **733**
- TraceWriterManager **735**
 - Declaration **735**
 - All Superinterfaces **735**
 - Member Summary **735**
 - Methods **736**
- Tracing Implementation Class Hierarchy **736**
- TraceImpl **737**
 - Declaration **737**
 - All Implemented Interfaces **737**
 - Methods **737**
 - Inherited Methods **739**
- ConditionalTraceImpl **739**
 - Declaration **739**
 - All Implemented Interfaces **739**
 - Methods **739**
 - Inherited Methods **740**
- UnconditionalTraceImpl **740**
 - Declaration **740**
 - All Implemented Interfaces **741**
 - Methods **741**
 - Inherited Methods **741**
- TraceManagerImpl **741**
 - Declaration **741**
 - All Implemented Interfaces **741**
 - Constructors **742**

Methods	742
Deprecated	745
Inherited Methods	745
TraceWriterManagerImpl	745
Declaration	745
All Implemented Interfaces	745
Constructors	746
Methods	746

CHAPTER 8**Cisco Unified JTAPI Examples 749**

MakeCall.java	749
Actor.java	751
Originator.java	755
Receiver.java	759
StopSignal.java	760
Trace.java	761
TraceWindow.java	762
Running makecall	763

APPENDIX A**Message Sequence Charts 765**

Agent Greeting	766
API for Exposing Built-in-Bridge Status	771
Backward Compatibility Enhancements	773
Barge and Privacy	787
Barge	788
CBarge	789
Privacy	790
Call Control Discovery	790
CallFwdAll Keys Press Notification	799
CallSelect and UnSelect	802
Cius Persistency	803
Conference and Join	804
Join/Arbitrary Conference	804
Consult Conference	805

Join Across Lines with Enhancements	805
CTI Remote Device	810
CTI Remote Device Use Cases Group 1	811
CTI Remote Device Use Cases Group 2	826
CTI Remote Device Use Cases Group 3	862
CTI Remote Device Use Cases Group 4	864
CTI Remote Device Use Cases Group 5	866
CTI Remote Device Use Cases Group 6	879
CTI RD Call Forward	883
CTI Video Support	892
Device and Line Restriction	899
Device State Server	902
Do Not Disturb	902
DND-R	906
Dynamic CTIPort Registration Per Call	908
E911 Teleworker	909
Encryption Enhancement	910
End to End Call Tracing	911
Hunt Log Status for Phone Devices	928
Energywise Deep Sleep Mode	931
External Call Control	937
Use Cases for BasicCall	937
Use Cases for Calls Going Through Translation Pattern with CEPN Info in Cc Signals	939
Wildcard Routepoint Interaction (Behavior Change)	971
Wildcard Routepoint Interaction (Original Behavior)	973
External Call Control Use Cases	977
Chaperone Use Cases	995
Extension Mobility Cross Cluster	1004
End to End Session ID for Calls	1008
Forced Authorization and Customer Matter Codes	1019
Hairpin Support	1026
Half Duplex Media	1028
Hunt List	1028
Hunt List Connected Number	1088

Intercom	1099
iSac Codec	1106
JTAPI Cisco Unified IP 7931G Phone Interaction	1114
Locale Infrastructure Development Scenarios	1136
Calling Party Normalization	1137
Click to Conference	1144
Call Pickup	1161
selectRoute() with Calling Search Space and Feature Priority	1176
Extension Mobility Login Username	1178
Calling Party IP Address	1179
CiscoJtapiProperties	1180
IPv6 Support	1180
Provider Open Scenario	1201
Calling Party IP Address Scenarios	1202
RTP Addresses	1203
CTI Port/Route Point Registration Scenarios	1205
Advance Test Cases	1207
Direct Transfer Across Lines Use Cases	1208
Connected Conference or Join Across Lines Use Cases - New Phones Behavior	1217
Enhanced MWI Use Cases	1218
Join Across Lines Enhancements	1219
Swap or Cancel and Transfer or Conference Behavior Change	1226
Drop Any Party Use Cases	1240
Park Monitoring Support	1275
Use Case 1: Park Monitoring States	1275
Use Case 2: Shared Line Scenario - Cisco Unified IP Phone Does Park	1281
Use Case 3: Shared Line Scenario - Cisco Unified IP Phone 7900 Series with SIP Does Park	1282
Use Case 4: Use Case for Snap Shot Scenario	1284
Use Case 5: Park DN Is Monitored	1286
Use Case 6: Query Number of Parked Calls	1286
Use Case 7: Filter Enabling or Disabling	1287
Use Case 8: Filter Enabling or Disabling	1288
Use Case 9: Filter Enabling or Disabling	1288
Use Case 10: Filter Enabling or Disabling	1289

Additional Use Cases for Park Monitoring	1290
Use Cases Related to DPark	1304
Logical Partitioning Feature Use Cases	1306
Shared Lines	1308
Call Park Reversion with Shared Lines in Different Geographic Locations	1309
ComponentUpdater Enhancement Use Cases	1309
IPv6 Support	1309
Support for Cisco Unified IP Phone 6900 Series	1310
Terminal and Address Capability Settings Use Cases	1315
Media Termination at Route Point	1354
Mobility Interaction Support	1355
Modifying Calling Number	1361
AutoAccept for CTIPort and RoutePoint	1364
Silent Monitoring Use Cases	1364
Secured Monitoring Use Cases	1372
Native Queuing	1377
Queuing of Call	1378
Maximum In-Queue Timer Expires	1385
Maximum In-Queue Timer Expires with Destination as Another HP Whose Member E Is Free	1387
Maximum In-Queue Timer Expires with Destination as Another HP Whose Members Are Busy	1390
Queue Is Full	1394
When Disconnect Is Selected for Queue Full	1397
No Agents Are Logged In	1400
Caller Redirects While in Queue	1400
Caller (Observed) Conferences While in Queue	1404
Use Cases for NuRD (Number Matching for Remote Destination)	1409
Basic Calls Initiated From Remote Destination	1410
Basic Calls to Remote Destination	1412
CTIRD/RDP Interaction	1415
Multiple Calls	1425
Partition Support	1439
Using getPartition() API	1439

Using getAddress (String Number String Partition)	1439
Park DN	1441
Partition Change	1442
JTAPI Partition Support	1443
Persistent Connection Use Cases	1445
Play Announcement	1458
Basic Play Announcement Use Cases	1459
Play Announcement Feature Interaction Use Cases	1486
Play Zip Tone	1492
QoS Support	1493
JTAPI QoS	1493
QSIG Path Replacement	1494
Recording Use Cases	1496
Recording IP Phones	1498
CTI Remote Devices Use Cases	1507
Feature Interaction: Recording Use Cases	1512
Recording Fail Event	1541
Secured Recording	1548
Redirect Set OriginalCalledID	1549
Redirect to a Device	1551
Verify Remote Destination Support	1554
Secure Conferencing	1557
Secure Connection Enhancements	1562
Secure Icon Enhancements	1563
Shared Line Support	1577
AddressInService/AddressOutOfService Events	1577
Incoming Call to Shared Address	1578
Outgoing Call From Shared Address	1579
Shared Address Calling Itself	1580
Single Sign-On	1580
Single Step Transfer	1581
SIP REPLACE	1584
SIP REFER	1590
IN-Dialog REFER Scenario	1590

OutOfDialog Refer	1597
SIP 3XX Redirection	1599
SIP Support	1603
SIP Trunk Early Offer	1604
SRTP Key Material	1618
Super Provider Message Flow	1619
SuperProvider and Change Notification Enhancements Use Cases	1619
Support for Cisco Unified IP Phone 6901	1621
SHA Support for Digital Signatures	1646
TLS Security	1647
Transfer and Direct Transfer	1649
DirectTransfer/Arbitrary Transfer Scenario	1650
Direct Transfer/Arbitrary Transfer-Page 2	1651
Consult Transfer	1651
Unicode Support	1652
Unrestricted Unified CM	1652
Video Capabilities and Multi-Media Information	1653
Scenario One	1653
Scenario Two	1654
Scenario Three	1654
Scenario Four	1655
Scenario Five	1656
Scenario Six	1656
Scenario Seven	1657
Scenario Eight	1657
Scenario Nine	1660
Scenario Ten	1662
Scenario Eleven	1664
Scenario Twelve	1667
Scenario Thirteen	1671
Scenario Fourteen	1674
Scenario Fifteen	1677
Scenario Sixteen	1679
Scenario Seventeen	1681

Scenario Eighteen	1683
Scenario Nineteen	1685
Scenario Twenty	1689
Video On Hold	1692
Verification Involving PSTN Reachability	1694
Whisper Coaching	1700

APPENDIX B

Cisco Unified JTAPI Classes and Interfaces	1717
Cisco Unified JTAPI Version 1.2 Classes and Interfaces	1717
Core Package	1718
Call Center Package	1721
Call Center Capabilities Package	1723
Call Center Events Package	1724
Call Control Package	1726
Call Control Capabilities Package	1728
Call Control Events Package	1730
Capabilities Package	1731
Events Package	1732
Media Package	1733
Media Capabilities Package	1734
Media Events Package	1734
Unsupported Packages	1734
Cisco Unified JTAPI Extension Classes and Interfaces	1735
Cisco Unified JTAPI Extension Classes	1735
Cisco Unified JTAPI Extension Interfaces	1735
Cisco Trace Logging Classes and Interfaces	1740
Cisco Trace Logging Classes	1740
Cisco Trace Logging Interfaces	1741

APPENDIX C

Troubleshooting Cisco Unified JTAPI	1743
CTI Error Codes	1743
CiscoEventIDs	1753
Provider Events	1753
Terminal Events	1754

- Address Events 1754
- Call Events 1755
- RTP Events 1756
- TermConn Events 1756
- Conn Events 1757
- Reason Codes 1757
- Cause Codes 1758
- Additional Troubleshooting Information 1763
 - Viewing JTAPI Debug Output 1763
 - Log Files for JTAPI Client Installer 1764
 - Troubleshooting Tips for ISMP Installer 1764
 - Unable to Create Provider Directory Login Timeout 1765

APPENDIX D Cisco Unified JTAPI Operations by Release 1767

- JTAPI Operations-by-Release 1767

APPENDIX E CTI Supported Devices 1773

- CTI Supported Devices Table 1773

APPENDIX F Constant Field Values 1779

- com.cisco.* 1779
 - CiscoAddrActivatedEv 1779
 - CiscoAddrActivatedOnTerminalEv 1779
 - CiscoAddrAddedToTerminalEv 1779
 - CiscoAddrAutoAcceptStatusChangedEv 1779
 - CiscoAddrCreatedEv 1780
 - CiscoAddress 1780
 - CiscoAddrInServiceEv 1781
 - CiscoAddrIntercomInfoChangedEv 1781
 - CiscoAddrIntercomInfoRestorationFailedEv 1781
 - CiscoAddrOutOfServiceEv 1781
 - CiscoAddrRecordingConfigChangedEv 1781
 - CiscoAddrRemovedEv 1781
 - CiscoAddrRemovedFromTerminalEv 1781

CiscoAddrRestrictedEv	1782
CiscoAddrRestrictedOnTerminalEv	1782
CiscoCall	1782
CiscoCallChangedEv	1783
CiscoCallCtlTermConnHeldReversionEv	1783
CiscoCallEv	1783
CiscoCallSecurityStatusChangedEv	1788
CiscoConferenceChainAddedEv	1788
CiscoConferenceChainRemovedEv	1788
CiscoConferenceEndEv	1788
CiscoConferenceStartEv	1788
CiscoConnection	1788
CiscoConnectionUniqueIDChangedEv	1789
CiscoConsultCallActiveEv	1789
CiscoFeatureReason	1789
CiscoG711MediaCapability	1791
CiscoG723MediaCapability	1791
CiscoG729MediaCapability	1791
CiscoGSMMediaCapability	1791
CiscoJtapiException	1791
CiscoLocales	1799
CiscoMediaConnectionMode	1801
CiscoMediaEncryptionAlgorithmType	1801
CiscoMediaOpenLogicalChannelEv	1801
CiscoMediaSecurityIndicator	1801
CiscoOutOfServiceEv	1801
CiscoPartyInfo	1802
CiscoProvCallParkEv	1802
CiscoProvFeatureID	1803
CiscoProviderCapabilityChangedEv	1803
CiscoProvTerminalCapabilityChangedEv	1803
CiscoRemoteTerminal	1803
CiscoRestrictedEv	1803
CiscoRouteSession	1804

CiscoRouteTerminal	1804
CiscoRTPBitRate	1804
CiscoRTPInputKeyEv	1805
CiscoRTPInputStartedEv	1805
CiscoRTPInputStoppedEv	1805
CiscoRTPOutputKeyEv	1805
CiscoRTPOutputStartedEv	1805
CiscoRTPOutputStoppedEv	1805
CiscoRTPPayload	1805
CiscoTermActivatedEv	1806
CiscoTermButtonPressedEv	1806
CiscoTermConnMonitoringEndEv	1807
CiscoTermConnMonitoringStartEv	1807
CiscoTermConnMonitorInitiatorInfoEv	1808
CiscoTermConnMonitorTargetInfoEv	1808
CiscoTermConnPrivacyChangedEv	1808
CiscoTermConnRecordingEndEv	1808
CiscoTermConnRecordingStartEv	1808
CiscoTermConnRecordingTargetInfoEv	1808
CiscoTermConnSelectChangedEv	1808
CiscoTermCreatedEv	1809
CiscoTermDataEv	1809
CiscoTermDeviceStateActiveEv	1809
CiscoTermDeviceStateAlertingEv	1809
CiscoTermDeviceStateHeldEv	1809
CiscoTermDeviceStateIdleEv	1809
CiscoTermDeviceStateWhisperEv	1809
CiscoTermDNDOptionChangedEv	1810
CiscoTermDNDDStatusChangedEv	1810
CiscoTerminal	1810
CiscoTerminalConnection	1813
CiscoTerminalProtocol	1813
CiscoTermInServiceEv	1813
CiscoTermOutOfServiceEv	1814

CiscoTermRegistrationFailedEv	1814
CiscoTermRemovedEv	1814
CiscoTermRestrictedEv	1814
CiscoTermSnapshotCompletedEv	1814
CiscoTermSnapshotEv	1815
CiscoTone	1815
CiscoToneChangedEv	1815
CiscoTransferEndEv	1815
CiscoTransferStartEv	1815
CiscoUrlInfo	1815
CiscoWideBandMediaCapability	1816
Alarm	1816
LogFileTraceWriter	1816
Trace	1817

APPENDIX G**Caveats 1819**

Caveats for All Releases	1819
Single Versus Multiple CallObserver Clarification	1820
SIP and SCCP Dialing Differences with Overlapping Directory Number Patterns	1820
Translation Pattern Support	1821
DT24+ Limitation with PRI NI2 Trunk	1821
Connection for Park Number Not Created	1822
Inconsistency Between SIP and SCCP Phone	1822
Failure to Route Calls Across Destinations	1822
Incorrect Return Value for getCallingAddress()	1822
Call Fails to Disconnect Held Shared Line	1823
Limitation with sendData() API on CiscoTerminal	1823
Limitation in Using ; (Semi-Colon) and = (Equal) in User ID and Password	1823
Connection to Unknown Address When Unparking a Conference Call	1823
CTI Redirect to Voice Mail Wont Work with QSIG	1824
CiscoAddress.getForwarding() Returns Correct Value Only for In-Service Addresses	1824
Unsupported CTI Events for SIP Phones	1824
Caveats for Release 9.1(1)	1824
Connection for Park DN While UnPark	1825

Caveats for Release 8.6(1)	1826
Limitation While Using a Cisco Telepresence MCU	1826
Caveats for Release 8.5(1)	1826
Discouraged Use of JTAPIProperties.updateCertificate()	1826
Delete SecurityProperties Before Re-Use	1827
No ConnDisconnectedEv Event When Call Is Rejected	1827
Caveats for Release 8.0(1)	1828
Globalized Calling Party Number	1828
Conference Interaction with Chaperone Results in Unsupported Conference Chaining	1828
Wildcard Routepoint Interaction	1829
Inconsistent Address Type of ModifiedCalledAddress When a Call Is Made to a Hunt Pilot	1829
Caveats for Release 7.0.1	1829
Inconsistency in getModifiedCallingAddress()	1829
Conference Behavior for Selected and Active Calls	1829
Change in GlobalizedCallingParty Behavior	1830
Caveats for Release 6.0.1	1831
Call History Might Get Lost When AAR Routes Over QSIG Trunk	1831
Different Event Order If Consult Call Initiated on SIP Device	1831
Caveats for Release 5.0	1831
SRTP Support	1832
Partition Support	1832
TLS Security	1832
CiscoFeatureReason	1832
Unicode Issue in Calls Involving SIP Trunks	1832
Join Across Lines: Conference Two or More Addresses on Same Terminal	1833
JTAPI Exposes Incorrect Information with getCallingAddress() and getCalledAddress()	1834
Caveats for Release 4.1	1835
FAC-CMC	1835
setConferenceController	1835
Interval During DTMF Digits	1836
Shared Lines Support	1836
CP Requires Previous Calls on the Device to Be in Connected Call State	1836
CallInfo for Calls on QSIG Trunk	1836
Caveats for 4.0	1836

Extra Connection with Wild Card DN	1837
CallInfo in Barge Scenario	1837
CallInfo Issues When Caller Redirects Call	1837
Translation Pattern and Presentation Indication Interaction	1837
Extra TermConnHeld Events	1837
Transfer and Conference Interaction	1837
Dropping a Call on Shared Lines	1838
Barge Call	1838
Null lastRedirectingAddress	1838
Devices Configured with Same CLI	1838
Current Called Address	1839

APPENDIX H

Deprecated API	1841
Deprecated Interfaces	1841
Deprecated Fields	1841
Deprecated Methods	1842



CHAPTER 1

Overview

Cisco Unified Communications Manager (Unified CM) is the powerful call-processing component of the Cisco Unified Communications Solution. It is a scalable, distributable, and highly available enterprise IP telephony call-processing solution. Unified CM acts as the platform for collaborative communication and as such supports a wide array of features. In order to provision, invoke the features, monitor, and control such a powerful system, Unified CM supports different interface types.

This chapter gives an introduction to the different interfaces of Unified CM and describes the major concepts with which you need to be familiar before creating Java Telephony Application Programming Interface (JTAPI) applications for Cisco Unified Communications Manager systems.

For information about Cisco Unified Communications Manager features, see [Features Supported by Cisco Unified JTAPI, on page 27](#) Also see [CTI Supported Devices, on page 1773](#) and [Cisco Unified JTAPI Operations by Release, on page 1767](#) for more information and CTI devices and supported features.

- [Cisco Unified Communications Manager Interfaces, on page 1](#)
- [JTAPI Overview, on page 5](#)
- [Cisco Unified JTAPI Concepts, on page 7](#)
- [Threaded Callbacks, on page 14](#)
- [Alarm Services, on page 16](#)
- [Software Requirements, on page 16](#)
- [Development Guidelines, on page 16](#)

Cisco Unified Communications Manager Interfaces

The interface types supported by Unified CM are divided into the following types:

- [Provisioning Interfaces, on page 2](#)
- [Device Monitoring and Call Control Interfaces, on page 2](#)
- [Serviceability Interfaces, on page 3](#)
- [Routing Rules Interface, on page 4](#)
- [Cisco Unified Communications Manager Interfaces, on page 1](#)

Provisioning Interfaces

The following are the provisioning interfaces of Unified CM:

- Administration XML
- Cisco Extension Mobility Service

Administrative XML

The Administration XML (AXL) API provides a mechanism for inserting, retrieving, updating and removing data from the Unified CM configuration database using an eXtensible Markup Language (XML) Simple Object Access Protocol (SOAP) interface. This allows a programmer to access Unified CM provisioning services using XML and exchange data in XML form, instead of using a binary library or DLL. The AXL methods, referred to as requests, are performed using a combination of HTTP and SOAP. SOAP is an XML remote procedure call protocol. Users perform requests by sending XML data to the Unified CM Publisher server. The publisher then returns the AXL response, which is also a SOAP message. For more information, See the Administrative XML Tech Center on the Cisco Developer Network <http://developer.cisco.com/web/axl/home>.

Cisco Extension Mobility

The Cisco Extension Mobility (Extension Mobility) service, a feature of Unified CM, allows a device, usually a Cisco Unified IP Phone, to temporarily embody a new device profile, including lines, speed dials, and services. It enables users to temporarily access their individual Cisco Unified IP Phone configuration, such as their line appearances, services, and speed dials, from other Cisco Unified IP Phones. The Extension Mobility service works by downloading a new configuration file to the phone. Unified CM dynamically generates this new configuration file based on information about the user who is logging in. You can use the XML-based Extension Mobility service API with your applications, so they can take advantage of Extension Mobility service functionality.

For more information, see the Extension Mobility API Tech Center on the Cisco Developer Network <https://developer.cisco.com/site/extension-mobility/develop-and-test/documentation/latest-version/emapi-developer-guide.gsp>.

Also, see *Cisco Unified Communications Manager XML Developers Guide* for relevant release of Unified CM at the following location:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html.

Device Monitoring and Call Control Interfaces

The following are the device monitoring and call control interfaces of Unified CM:

- Cisco TAPI and Media Driver
- Cisco JTAPI
- Cisco Web Dialer

Cisco TAPI and Media Driver

Unified CM exposes sophisticated call control of IP telephony devices and soft-clients via the Computer Telephony TAPI interface. Cisco's Telephone Service Provider (TSP) and Media Driver interface enables

custom applications to monitor telephony-enabled devices and call events, establish first- and third-party call control, and interact with the media layer to terminate media, play announcements, record calls.

For more information, see the TAPI and Media Driver Tech Center on the Cisco Developer Network <http://developer.cisco.com/web/tapi/home>.

Also, see the *Cisco Unified TAPI Developers Guide* for Cisco Unified Communications Manager for relevant release of Unified CM at the following location:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html.

Cisco JTAPI

For more information, see the JTAPI Tech Center on the Cisco Developer Network <http://developer.cisco.com/web/jtapi/home> and [JTAPI Overview](#), on page 5.

Cisco Web Dialer

The Web Dialer, which is installed on a Unified CM server, allows Cisco Unified IP Phone users to make calls from web and desktop applications. For example, the Web Dialer uses hyperlinked telephone numbers in a company directory to allow users to make calls from a web page by clicking the telephone number of the person that they are trying to call. The two main components of Web Dialer comprise the Web Dialer Servlet and the Redirector Servlet.

For more information, see the Web Dialer Tech Center on the Cisco Developer Network <https://developer.cisco.com/site/webdialer/develop-and-test/documentation/latest-version/>.

For more information on Cisco Web Dialer, see the *Cisco Unified Communications Manager XML Developers Guide* for relevant release of Unified CM at the following location:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html.

Serviceability Interfaces

The following are the serviceability interfaces of Unified CM:

- Serviceability XML
- SNMP/MIBs

Serviceability XML

A collection of services and tools designed to monitor, diagnose, and address issues specific to Unified CM serviceability XML interface:

- Provides platform, service and application performance counters to monitor the health of Unified CM hardware and software
- Provides real-time device and CTI connection status to monitor the health of phones, devices, and applications connected to Unified CM.
- Enables remote control (Start/Stop/Restart) of Unified CM services.
- Collects and packages Unified CM trace files and logs for troubleshooting and analysis.
- Provides applications with Call Detail Record files based on search criteria.

- Provides management consoles with SNMP data specific to Unified CM hardware and software.

For more information, see the Serviceability XML Tech Center on the Cisco Developer Network <http://developer.cisco.com/web/sxml/home>.

SNMP/MIBs

SNMP interface allows external applications to query and report various UCMgr entities. It provides information on the connectivity of the Unified Communication Manager to other devices in the network, including syslog information.

The MIBs supported by Unified CM includes:

- Cisco-CCM-MIB, CISCO-CDP-MIB, Cisco-syslog-MIB
- Standard Mibs like MIB II, SYSAPPL-MIB, HOST RESOURCES-MIB
- Vendor MIBs

For more information, see the SNMP/MIB Tech Center on the Cisco Developer Network <https://developer.cisco.com/site/sxml/>.

Also, see the *Cisco Unified Communications Manager XML Developers Guide* for relevant release of Unified CM at the following location:

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html.

Routing Rules Interface

Cisco Unified Communication Manager 8.0(1) and later supports the external call control (ECC) feature, which enables an adjunct route server to make call-routing decisions for Cisco Unified Communications Manager by using the Cisco Unified Routing Rules Interface. When you configure external call control, Cisco Unified Communications Manager issues a route request that contains the calling party and called party information to the adjunct route server. The adjunct route server receives the request, applies appropriate business logic, and returns a route response that instructs Cisco Unified Communications Manager on how the call should get routed, along with any additional call treatment that should get applied.

For more information, see the Routing Rules Interface Tech Center on the Cisco Developer Network <https://developer.cisco.com/site/curri/develop-and-test/documentation/latest-version/>.

Cisco Connection Interface

This interface has the APIs that can be invoked on a connection object. Connections retain their references to calls and addresses forever. A connection reference that is obtained from a call event can be used to obtain the connection call (`getCall()`) and address (`getAddress()`).

The following are the cisco connection interfaces of Cisco Unified Communications Manager:

- Local Universal Unique Identifier of Party Associated with the Connection
- Local Universal Unique Identifier of Party Associated on the Other Side of the Call

JTAPI Overview

Cisco Unified JTAPI serves as a programming interface standard developed by Sun Microsystems for use with Java-based computer–telephony applications. Cisco JTAPI implements the Sun JTAPI 1.2 specification with additional Cisco extensions. You use Cisco JTAPI to develop applications that:

- Control and observe Cisco Unified Communications Manager phones.
- Route calls by using Computer–Telephony Integration (CTI) ports and route points (virtual devices).

Basic telephony APIs that are supported comprises conference, transfer, connect, answer, and redirect APIs.

A package of JTAPI interfaces, located in the `javax.telephony.*` hierarchy, defines a programming model by which Java applications interact with telephony resources. For more information about interfaces, see [Cisco Unified JTAPI Classes and Interfaces, on page 1717](#).

This section describes the following subjects:

- [Cisco Unified JTAPI and Contact Centers, on page 5](#)
- [Cisco Unified JTAPI and Enterprises, on page 5](#)
- [Cisco Unified JTAPI Applications, on page 6](#)
- [Jtprefs Application, on page 7](#)

Cisco Unified JTAPI and Contact Centers

Cisco Unified JTAPI gets used in a contact center to monitor device status and to issue routing instructions to send calls to the right place at the right time, to start and stop recording instructions while retrieving call statistics for analysis; and to screen-pop calls into CRM applications, automated scripting, and remote call control.

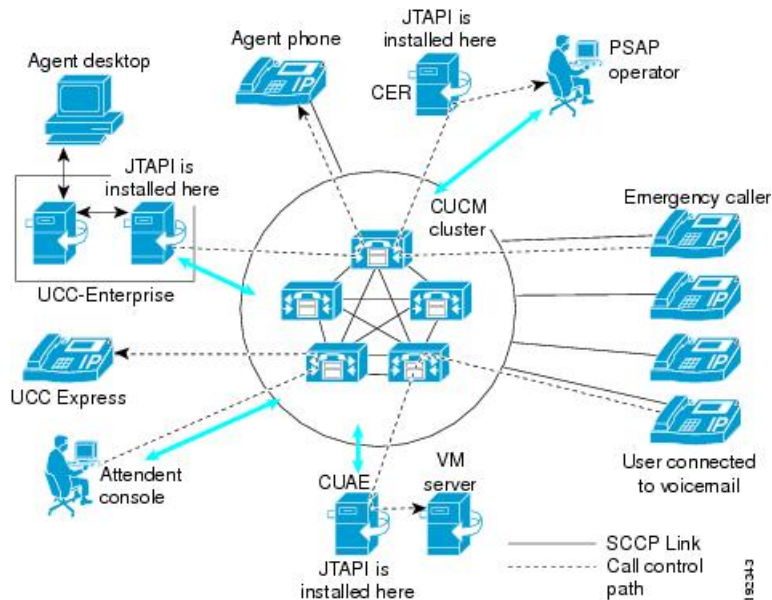
Cisco Unified JTAPI and Enterprises

Cisco Unified JTAPI, used in an enterprise environment, combines user availability, location, and preferences for a uniquely tailored environment for presence-based routing. For example, in a financial environment, market data, business logic, and call control combine in a browser-based application to enable brokers and analysts to respond to rapid changes in the global financial markets.

In a healthcare environment, call control, doctor/patient lookup, and emergency response team paging combine in a browser-based console. Further, in a hospitality environment, caller data gets linked with POS systems to automate room or restaurant reservations, dispatch taxis, and schedule wakeup calls.

The following figure shows a typical Cisco Unified Communications Manager and Cisco Unified JTAPI in an enterprise configuration.

Figure 1: Cisco Unified Communications Manager and Cisco Unified JTAPI



Cisco Unified JTAPI Applications

A Cisco Unified JTAPI application can flow as follows:

- Obtain JTAPIPeer object instance from JTAPIPeerFactory.
- Obtain a Provider by using the getProvider() API on JTAPIPeer.
- Obtain from the Provider, the Terminal and Address for use in your application.
- Determine capabilities of relevant objects.
- Add observers for the objects that application wants to monitor/control.
- Begin application flow (for example, begin calls).

The following example shows a basic JTAPI application.

```
public void getProvider ()
{
    try
    {
        JtapiPeer peer = JtapiPeerFactory.getJtapiPeer ( null );
        System.out.println ("Got peer "+peer);
        Provider provider = peer.getProvider("cti-server;login = username;passwd =
pass");
        System.out.println ("Got provider "+provider);
        MyProviderObserver providerObserver = new MyProviderObserver ();
        provider.addObserver(providerObserver);
        while (outOfService )
        {
            Thread.sleep(500);
        }
        System.out.println ("Provider is now in service");
    }
}
```

```
Address[] addresses = provider.getAddresses();
System.out.println ("Found "+ addresses.length + " addresses");
for(int i = 0; i< addresses.length; i++)
{
    System.out.println(addresses[i]);
}
provider.shutdown();
catch (Exception e)
{
}
}
```

Jtprefs Application

The `jtapi.ini` file includes parameters that are required for configuring Cisco Unified JTAPI. Cisco Unified JTAPI looks for this file in a Java classpath. The parameters get modified by using the Jtprefs application that Cisco Unified JTAPI installs. The Jtprefs application sets only the parameters that it requires. This proves beneficial because a single point of application administration exists, independent of `jtapi.ini`.

The `jtapi.ini` file contains default values, but client applications can modify values without having to specifically modify the `jtapi.ini` file. Different instances of client applications, however, can impose different settings for these parameters. The `com.cisco.jtapi.extensions` package defines the `CiscoJtapiProperties` interface.

Applications obtain a `CiscoJtapiProperties` object from the `CiscoJtapiPeer` and make changes to the parameters by using the accessor and mutator methods. These properties must get set and applied to all providers that are derived from a `CiscoJtapiPeer` prior to the first `getProvider ()` call on that peer.

Applications that run in non GUI based platform, in which `jtprefs.ini` cannot be invoked, can write a `jtapi.ini` file and place it along with `jtapi.jar`.

See the following topics for more information:

- [Administering User Information for JTAPI Applications, on page 240](#)
- [Fields in the jtapi.ini File, on page 240](#)

Cisco Unified JTAPI Concepts

This section describes the following concepts:

- [CiscoObjectContainer Interface, on page 8](#)
- [JtapiPeer and Provider, on page 8](#)
- [Address and Terminal Relationships, on page 10](#)
- [Connections, on page 11](#)
- [Terminal Connections, on page 11](#)
- [Terminal and Address Restrictions, on page 11](#)
- [CiscoConnectionID, on page 14](#)

CiscoObjectContainer Interface

The CiscoObjectContainer interface allows applications to associate an application-defined object to objects that implement the interface. In Cisco Unified JTAPI, the following interfaces extend the CiscoObjectContainer interface:

- CiscoJTAPIPeer
- CiscoProvider
- CiscoCall
- CiscoAddress
- CiscoTerminal
- CiscoConnection
- CiscoTerminalConnection
- CiscoConnectionID
- CiscoCallID

JtapiPeer and Provider

The Provider object, which gets created through the implementation of the JtapiPeer object, acts as the main point of contact between applications and JTAPI implementations. The Provider object contains the entire collection of call model objects, Addresses, Terminals, and Calls, which are controllable at any time by an application.

The JTAPI Preferences (JTPREFS) application administers JtapiPeer.getServices(), which returns server names.

The Provider entails two basic processes: initialization and shutdown.

Ensure that the following information is passed in the JtapiPeer.getProvider() method for applications to obtain a CiscoProvider:

- Hostname or IP address for the Cisco Unified Communications Manager server
- Login of the user who is administered in the directory
- Password of the user that is specified
- (Optional) Application information (This parameter may comprise a string of any length.)

Applications must include enough descriptive information, so if the appinfo were logged in and an alarm were to occur, administrators would know which application caused the alarm. Applications should not include hostname or IP address where they reside, nor the time at which they were spawned. Also, ensure that no “=” or “;” characters are included in the appinfo string because they delimit the getProvider() string. When the appinfo is not specified, you can use a generic and quasi-unique name (JTAPI[XXXX]@hostname, where XXXX represents a random, four-digit number) instead.

The parameters get passed in key value pairs that are concatenated in a string as follows:

```
JtapiPeer.getProvider("CTIManagerHostname;login = user;passwd = userpassword;appinfo = Cisco Softphone")
```

Initialization

The `JtapiPeer.getProvider()` method returns a `Provider` object as soon as the TCP link, the initial handshake with the Cisco Unified Communications Manager, and the device list enumeration are complete. The provider now exists in the `OUT_OF_SERVICE` state. Cisco Unified JTAPI applications must wait for the provider to go to the `IN_SERVICE` state before the controlled device list is valid. A `ProvInServiceEv` event gets delivered to an object that is implementing the `ProviderObserver` interface.



Note Implementing only the `CiscoProviderObserver` does not do enough; the observer must also get added to the provider with `provider.addObserver()`. Applications must wait for a notification that the `Provider` is in service.

As a part of the QoS baselining effort in JTAPI, `ProviderOpenCompletedEv` provides the “DSCP value for Applications” to JTAPI. JTAPI sets this DSCP value for its connection with CTI, and all JTAPI messages to CTI will have this DSCP value as long as the `Provider` object exists.

Shutdown

When an application calls `provider.shutdown()`, JTAPI loses communications permanently with the Cisco Unified Communications Manager, and a `ProvShutdownEv` event gets delivered to the application. The application can assume that the `Provider` will not come up again, and the application must handle a complete shutdown.

Provider.getTerminals()

This method returns an array of terminals that are created for the devices that are administered in the user control list in the directory. Refer to the Cisco Unified Communications Manager Administration Guide to administer the user control list.

Provider.getAddresses()

This method returns an array of addresses that are created from the lines that are assigned to the devices that are administered in the user control list in the directory.

Changes to the User Control List in the Directory

If a device is added to the user control list after the JTAPI application starts, a `CiscoTermCreatedEv`, and the respective `CiscoAddrCreatedEv`, gets generated and sent to observers that are implementing the `CiscoProviderObserver`. In addition, applications can monitor the current registration state of the controlled devices and dynamically track the availability of these devices. The events for an in-service Address or Terminal get delivered to observers that are implementing the `CiscoAddressObserver` and the `CiscoTerminalObserver`.



Note Implementing only the observers does not do enough; the observers must also get added by `address.addObserver()` and, similarly, for the terminal by the `terminal.addObserver()` method.



Note Before invoking the `call.connect()` method, add a `CallObserver` to the address or terminal that is originating the call; otherwise, the method returns an exception.

Address and Terminal Relationships

The Cisco Unified Communications system architecture includes three fundamental types of endpoints:

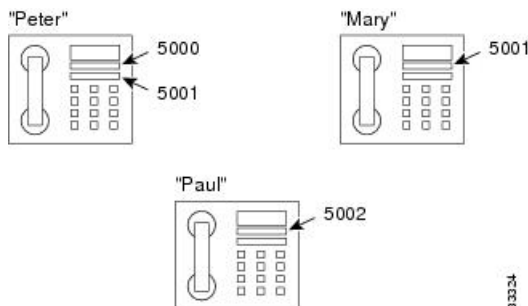
- Phones
- Virtual devices (media termination points and route points)
- Gateways

Of these endpoints, only phones and media termination points get used by using the Cisco Unified JTAPI implementation.

Cisco Unified Communications Manager allows users to configure phones to have one or more lines, dialable numbers, which multiple phones may share simultaneously, or lines can be configured for exclusive use by only one phone at a time. Each line on a phone can terminate two calls simultaneously, one of which must be on hold.

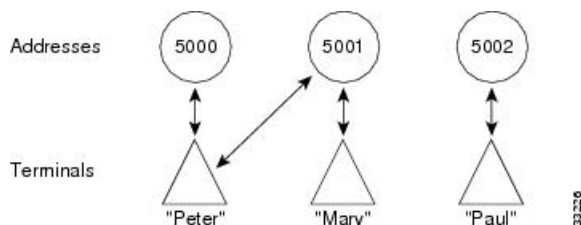
This operation acts in a similar way to the operation of the “call waiting” feature on home phones. [Figure 2: Phone Diagram, on page 10](#) shows two configurations: Peter and Mary share one phone line, 5001, while Paul has his own phone line, 5002.

Figure 2: Phone Diagram



A unique name identifies all types of Cisco Unified Communications Manager endpoints. The phone Media Access Control (MAC) address (such as, “SEP0010EB1014”) identifies it, and the system administrator can assign any name to a media termination point, so long as its name is unique.

For each endpoint that a provider controls, the Cisco Unified JTAPI implementation uses the administrator-assigned name to construct a corresponding terminal object. Terminal objects in turn have one or more address objects, each of which corresponds to a line on the endpoint. Figure 1-2 “Address and Terminal Relationship” shows a graphical representation of the relationship between addresses and terminals.

Figure 3: Address and Terminal Relationship

If two or more endpoints share a line (DN), the corresponding address object relates to more than one terminal object.

Unobserved Addresses and Terminals

Cisco Unified JTAPI perceives calls only when a CallObserver attaches to the terminals and addresses of the provider. This means that methods such as `Provider.getCalls()` or `Address.getConnections()` will return null, even when calls exist at the address, unless a CallObserver attaches to the address. The system also requires adding a CallObserver to the address or terminal that is originating a call via the `Call.connect()` method.

Connections

Connections retain their references to calls and addresses forever. So, you can always use a connection reference that is obtained from a call event to obtain the connection call (`getCall()`) and address (`getAddress()`).

Terminal Connections

Terminal connections always retain their references to terminals and connections. So, you can always use a terminal connection reference that is obtained from a call event to obtain the terminal connection terminal (`getTerminal()`) and connection (`getConnection()`).

Terminal and Address Restrictions

Terminal and address restrictions prohibit applications from controlling and monitoring a certain set of terminals and addresses when the administrator configures them as restricted in Cisco Unified Communications Manager Administration.

The administrator can configure a particular line on a device (address on a particular terminal) as restricted. If a terminal is added into the restricted list in Cisco Unified Communications Manager Administration, all addresses on that terminal also get marked as restricted in JTAPI. If an application comes up after the configuration completes, it can perceive whether a particular terminal or address is restricted from checking the interface `CiscoTerminal.isRestricted()` and `CiscoAddress.isRestricted(Terminal)`. For shared lines, applications can query the interface `CiscoAddress.getRestrictedAddrTerminals()`, which indicates whether an address is restricted on any terminals.

If a line (address on a terminal) is added into the restricted list after an application comes up, the applications will perceive `CiscoAddrRestrictedEv`. If the address has any observers, applications will recognize `CiscoAddrOutOfService`. When a line is removed from the restricted list, applications will perceive `CiscoAddrActivatedEv`. If an address has any observers, applications see `CiscoAddrInServiceEv`. If an application tries to add observers on an address after it is restricted, a `PlatformException` gets thrown. However, if any observers are added before the address is restricted, they will remain as is, but applications cannot get any events on these observers unless the address is removed from the restricted list. Applications can also choose to remove observers from an address.

If a device (terminal) is added to the restricted list after an application comes up, the application will see `CiscoTermRestrictedEv`. If the terminal has any observers, the application will see `CiscoTermOutOfService`. If a terminal is added to the restricted list, JTAPI also restricts all addresses that belong to that terminal and applications will perceive `CiscoAddrRestrictedEv`. If a terminal is removed from the restricted list, applications will perceive `CiscoTermActivatedEv` and `CiscoAddrActivatedEv` for the corresponding addresses. If an application tries to add observers on a terminal after it is added to the restricted list, a `PlatformException` is thrown. However, if any observers are added before the terminal is restricted, they will remain as is, but applications cannot get any events on these observers unless the terminal is removed from the restricted list.

If a shared line is added to the restricted list after an application comes up, the application will perceive `CiscoAddrRestrictedOnTerminalEv`. If any address observers exist on the address, the application will recognize `CiscoAddrOutOfServiceEv` for that terminal. If all shared lines are added to the restricted list, when the last one is added, applications will perceive `CiscoAddrRestrictedEv`. If a shared line is removed from the restricted list after the application comes up, applications will perceive `CiscoAddrActivatedOnTerminalEv`. If any observers exist on the address, the application will perceive `CiscoAddrInServiceEv` for that terminal. If all shared lines in the control list are removed from the restricted list, applications will recognize `CiscoAddrActivatedEv` when the last one is removed, and all addresses on terminals will receive `InService` events.

If all shared lines in the control list are marked as restricted, and an application tries to add observers, a platform exception gets thrown. If a few shared lines are in the restricted list, while others are not, when an application adds an observer on the address only nonrestricted lines will go in service.

If any active calls are present when an address or terminal is added to the restricted list and reset, applications will recognize connection and `TerminalConnections` get disconnected.

If no addresses or terminals are added to the restricted list, this feature remains backward compatible with earlier versions of JTAPI: no new events get delivered to applications.

The following sections describe the interface changes for address and terminal restrictions.

CiscoTerminal

boolean	<code>isRestricted()</code> Indicates whether a terminal is restricted. If the terminal is restricted, all associated addresses on this terminal also get restricted. Returns true if the terminal is restricted; returns false if it is not restricted.
---------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

CiscoAddress

<code>javax.telephony.Terminal[]</code>	<code>getRestrictedAddrTerminals()</code> Returns an array of terminals on which this address is restricted. If none are restricted, this method returns null. In shared lines, a few lines on terminals may get restricted. This method returns all the terminals on which this particular address is restricted. Applications cannot perceive any call events for restricted lines. If a restricted line is involved in a call with any other control device, an external connection gets created for the restricted line.
boolean	<code>isRestricted(javax.telephony.Terminal terminal)</code> Returns true if any address on this terminal is restricted. Returns false if no addresses on this terminal are restricted.


```

public interface CiscoRestrictedEv extends CiscoProvEv {
    public static final int ID = com.cisco.jtapi.CiscoEventID.CiscoRestrictedEv;

    /**
     * The following define the cause codes for restricted events
     */

    public final static int CAUSE_USER_RESTRICTED = 1;

    public final static int CAUSE_UNSUPPORTED_PROTOCOL = 2;
}

```

This represents the base class for restricted events and defines the cause codes for all restricted events. `CAUSE_USER_RESTRICTED` indicates the terminal or address is marked as restricted. `CAUSE_UNSUPPORTED_PROTOCOL` indicates that the device in the control list is using a protocol that Cisco Unified JTAPI does not support. Existing Cisco Unified IP 7960 and 7940 phones that are running SIP fall in this category.

CiscoAddrRestrictedEv

Public interface **CiscoAddrRestrictedEv** extends `CiscoRestrictedEv`. Applications will recognize this event when a line or an associated device is designated as restricted from Cisco Unified Communications Manager Administration. For restricted lines, the address will go out of service and will not come back in service until it is activated again. If an address is restricted, `addCallObserver` and `addObserver` will throw an exception. For shared lines, if a few shared lines are restricted, and others are not, no exception gets thrown, but restricted shared lines will not receive any events. If all shared lines are restricted, an exception gets thrown when observers are added. If an address is restricted after observers are added, applications will perceive `CiscoAddrOutOfServiceEv`, and when the address is activated, the address will go in service.

CiscoAddrActivatedEv

Public interface **CiscoAddrActivatedEv** extends `CiscoProvEv`. Applications will perceive this event whenever a line or an associated device is in the control list and is removed from the restricted list in the Cisco Unified Communications Manager Administration. If any observers exist on the address, applications will perceive `CiscoAddrInServiceEv`. If no observers exist, applications can try to add observers, and the address will go in service.

CiscoAddrRestrictedOnTerminalEv

Public interface **CiscoAddrRestrictedOnTerminalEv** extends `CiscoRestrictedEv`. If a user has a shared address in the control list, and if one of the lines is added into the restricted list, this event will get sent. Interface `getTerminal()` returns the terminal on which the address is restricted. Interface `getAddress()` returns the address that is restricted.

<code>javax.telephony.Address</code>	<code>getAddress()</code>
<code>javax.telephony.Terminal</code>	<code>getTerminal()</code>

CiscoAddrActivatedOnTerminal

Public interface **CiscoAddrActivatedOnTerminalEv** extends `CiscoProvEv`. When a shared line or a device that has a shared line is removed from the restricted list, this event will get sent. The interface `getTerminal()` returns the terminal that is being added to the address. The interface `getAddress()` returns the address on which the new terminal is added.

javax.telephony.Address	getAddress ()
javax.telephony.Terminal	getTerminal ()

CiscoTermRestrictedEv

Public interface **CiscoTermRestrictedEv** extends `CiscoRestrictedEv`. Applications will perceive this event when a device is added into restricted list from Cisco Unified Communications Manager Administration after the application launches. Applications cannot perceive events for restricted terminals or addresses on those terminals. If a terminal is restricted when it is in InService state, applications will get this event, and terminal and corresponding addresses will move to the out-of-service state.

CiscoTermActivatedEv

Public interface **CiscoTermActivatedEv** extends `CiscoRestrictedEv`.

javax.telephony.Terminal	getTerminal () Returns the terminal that is activated and is removed from the restricted list.
--------------------------	---------------------------------------------------------------------------------------------------

CiscoOutOfServiceEv

static int	CAUSE_DEVICE_RESTRICTED Indicates whether an event is sent because a device is restricted.
static int	CAUSE_LINE_RESTRICTED Indicates whether an event is sent because a line is restricted.

CiscoCallEv

static int	CAUSE_DEVICE_RESTRICTED Indicates whether an event is sent because a device is restricted.
static int	CAUSE_LINE_RESTRICTED Indicates whether an event is sent because a line is restricted.

CiscoConnectionID

The `CiscoConnectionID` object represents a unique object that is associated with each connection in Cisco Unified JTAPI. Applications may use the object itself or the integer representation of the object.

Threaded Callbacks

The Cisco Unified JTAPI implementation design allows applications to invoke blocking JTAPI methods such as `Call.connect()` and `TerminalConnection.answer()` from within their observer callbacks. This means that

applications do not get subjected to the restrictions that are imposed by the JTAPI 1.2 specification, which cautions applications against using JTAPI methods from within observer callbacks.

CiscoSynchronousObserver Interface

The Cisco Unified JTAPI implementation allows applications to invoke blocking JTAPI methods, such as `Call.connect()` and `TerminalConnection.answer()`, from within observer callbacks. This means that applications do not get subjected to the restrictions that the JTAPI 1.2 specification imposes, which cautions against using JTAPI methods from within observer callbacks. Applications can selectively disable the queuing logic of the Cisco Unified JTAPI implementation by implementing the `CiscoSynchronousObserver` interface on their observer objects.

This asynchronous behavior does not adversely affect many applications. Applications that would benefit from a coherent call model during observer callbacks can selectively disable the queuing logic of the Cisco Unified JTAPI implementation. By implementing the `CiscoSynchronousObserver` interface on its observer objects, an application declares deliver synchronous events to its observers. Events that are delivered to synchronous observers will match the states of the call model objects that are queried from within the observer callback.

**Note**

Objects that implement the `CiscoSynchronousObserver` interface may not invoke blocking JTAPI methods from within their event callbacks. The consequences of doing so are unpredictable, and may include deadlocking the JTAPI implementation. On the other hand, you may safely use the access or methods of any JTAPI object, such as `Call.getState()` or `Connection.getState()`. Applications should avoid calling any interface that returns an array such as `Terminal.getAddresses()` in synchronous callbacks.

Querying Dynamic Objects

Beware of querying dynamic objects such as call objects. By the time you get an event, the object (such as, call) may exist in a different state than the state that is indicated. For example, by the time you get a `CiscoTransferStartEV`, the transferred call may have removed all its internal connections.

`callChangeEvent()`

When the `callChangedEvent()` method is called, the validity remains guaranteed for any references that are contained in the event. For example, if the event contains a `getConnection()` method, the application can call this method and get a valid connection reference. Likewise, a `getCallingAddress()` method guarantees to return a valid `Address` object.

`CiscoConsultCall`

For the `CiscoConsultCall` interface, a reference to a consulting terminal connection gets retained forever. For example, when a `CiscoConsultCallActive` event is processed, `getConsultingTerminalConnection()` guarantees to return a valid terminal connection reference. Further, the terminal connection guarantees to provide access to the consulting connection and thus the consulting call.

CiscoTransferStartEv

For the `CiscoTransferStartEv`, the references to the transferred call, transfer controller, and final call in the event become valid when `callChangedEvent()` is called. However, `getConnections()` may or may not return the connections on these calls.

Alarm Services

Part of the general serviceability framework for Cisco Unified Communications applications includes support for sending alarms to a service. The `com.cisco.services.alarm` package defines the alarm components.

An alarm interface and framework support the sending of alarm notifications in XML over TCP to an Alarm Service that is available on the network in a Cisco Unified JTAPI application. The alarm package includes the following features:

- XML definition of alarms, resolved by a catalog in the alarm service
- A bounded rollover queue to buffer alarms at the sender
- Alarm sending on a separate thread to avoid blocking at the sending application
- A TCP-based reconnection scheme to the alarm service

The overall framework of the Cisco Unified JTAPI alarm system includes similarities to the existing JTAPI tracing package. Applications must instantiate an `AlarmManager` for a particular facility code from which alarm objects can be created. Part of the implementation includes `DefaultAlarm` and `DefaultAlarmWriter` implementation classes.

Software Requirements

The following table lists the software requirements for JTAPI applications, JTPREFS, and sample code.

Application	Required Software
JTAPI applications	Any JDK 1.6 compliant Java environment
JTPREFS	Any JDK 1.6 compliant environment.
JTPREFS	Any JDK 1.6 compliant Java environment

Development Guidelines

Cisco maintains a policy of interface backward compatibility for at least one previous major release of Cisco Unified Communications Manager (Cisco Unified CM). Cisco still requires Cisco Technology Developer Program member applications to be retested and updated as necessary to maintain compatibility with each new major release of Cisco Unified CM.

The following practices are recommended to all developers, including those in the Cisco Technology Developer Program, to reduce the number and extent of any updates that may be necessary:

- The order of events and/or messages may change. Developers should not depend on the order of events or messages. For example, where a feature invocation involves two or more independent transactions, the events or messages may be interleaved. Events related to the second transaction may precede messages related to the first. Additionally, events or messages can be delayed due to situations beyond control of the interface (for example, network or transport failures). Applications should be able to recover from out of order events or messages, even when the order is required for protocol operation.
- The order of elements within the interface event or message may change, within the constraints of the protocol specification. Developers must avoid unnecessary dependence on the order of elements to interpret information.
- New interface events, methods, responses, headers, parameters, attributes, other elements, or new values of existing elements, may be introduced. Developers must disregard or provide generic treatments where necessary for any unknown elements or unknown values of known elements encountered.
- Previous interface events, methods, responses, headers, parameters, attributes, and other elements, will remain, and will maintain their previous meaning and behavior to the extent possible and consistent with the need to correct defects.
- Applications must not be dependent on interface behavior resulting from defects (behavior not consistent with published interface specifications) since the behavior can change when defect is fixed.
- Use of deprecated methods, handlers, events, responses, headers, parameters, attributes, or other elements must be removed from applications as soon as possible to avoid issues when those deprecated items are removed from Cisco Unified CM.
- Application Developers must be aware that not all new features and new supported devices (for example, phones) will be forward compatible. New features and devices may require application modifications to be compatible and/or to make use of the new features/devices.



CHAPTER 2

New and Changed Information

This chapter describes new and changed JTAPI information for this release of Cisco Unified Communications Manager and features supported in the previous releases.

For more information, go to the Programming Guides website at

http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html.

- [Cisco Unified Communications Manager, Release 12.0\(1\), on page 19](#)
- [Features Supported in Previous Releases, on page 19](#)

Cisco Unified Communications Manager, Release 12.0(1)

There are no new or changed JTAPI specifications in Cisco Unified Communications Manager Release 12.0(1).

Starting from **Release 12.0(1)SU4** and any subsequent SU or ES releases in this release train, the Cisco JTAPI 32-bit plugin support is EOL for download from Cisco Unified Communications Manager Administration interface.

Features Supported in Previous Releases

This section describes the features supported in previous releases and contains the following sections:

- [Cisco Unified Communications Manager, Release 11.0\(1\), on page 20](#)
- [Cisco Unified Communications Manager Release 10.5\(2\), on page 20](#)
- [Cisco Unified Communications Manager Release 10.0\(1\), on page 21](#)
- [Cisco Unified Communications Manager Release 9.0\(1\), on page 21](#)
- [Cisco Unified Communications Manager Release 8.6\(1\), on page 21](#)
- [Cisco Unified Communications Manager Release 8.5\(1\), on page 22](#)
- [Cisco Unified Communications Manager Release 8.0\(1\), on page 22](#)
- [Cisco Unified Communications Manager Release 7.1\(3\), on page 22](#)
- [Cisco Unified Communications Manager Release 7.1\(2\), on page 23](#)
- [Cisco Unified Communications Manager Release 7.0\(1\), on page 23](#)

- [Cisco Unified Communications Manager Release 6.1, on page 24](#)
- [Cisco Unified Communications Manager Release 6.0, on page 25](#)
- [Cisco Unified Communications Manager Release 5.1, on page 25](#)
- [Cisco Unified Communications Manager Release 5.0, on page 25](#)

Cisco Unified Communications Manager, Release 11.5(1)

This section contains information about the new and changed features for Cisco Unified Communications Manager, Release 11.5(1):

- [Hunt Log Status, on page 101](#)
- [End to End Session ID for Calls, on page 91](#)
- [Redirect to Device, on page 144](#)
- [SHA-512 Support for Digital Signatures, on page 188](#)

Starting from **Release 11.5(1)SU9** and any subsequent SU or ES releases in this release train, the Cisco JTAPI Plugin follows installer less approach. You must have JRE installed on the system before the installation. The installation runs in the command prompt and does not have a GUI. Also, the same will not be listed in the software installed list of Windows Control Panel.



Note Cisco Spark Device has been added as a new device type for this release of Unified Communications Manager and may appear in the user's control list. However, Cisco Spark Device is not a supported device for this release of Cisco Unified JTAPI.

Cisco Unified Communications Manager, Release 11.0(1)

This section contains information about the new and changed features for Cisco Unified Communications Manager, Release 11.0(1).

- [Default CTI IP Addressing for Devices, on page 72](#)
- [Ringback on SIP 183 for Transferred Calls, on page 147](#)

Cisco Unified Communications Manager Release 10.5(2)

This section contains the new and changed features for Cisco Unified Communications Manager release 10.5(2):

- [AES 256 Algorithm IDs, on page 32](#)

Cisco Unified Communications Manager Release 10.0(1)

This section describes the new and changed features in Cisco Unified Communications Manager Release 10.0(1):

- [CTI RD Call Forward](#), on page 70
- [CTI Video Support](#), on page 70
- [Encryption Enhancement](#), on page 86
- [Mobility Interaction Support](#), on page 69
- [NuRD \(Number Matching for Remote Destination\) Support](#), on page 69
- [Play Announcement](#), on page 67
- [Persistent Connection](#), on page 130
- [SSO Cookie](#), on page 166
- [Recording](#), on page 139
- [Verify Remote Destination Support](#), on page 68
- [Video Capabilities and Multi-Media Information](#), on page 203
- [Video On Hold Support](#), on page 207

Cisco Unified Communications Manager Release 9.0(1)

This section describes the new and changed features in Cisco Unified Communications Manager release 9.0(1):

- [Cius Persistency](#), on page 56
- [CTI Remote Device for JTAPI](#), on page 66
- [E911 Teleworker](#), on page 85
- [Hunt List Connected Number](#), on page 100
- [Native Queuing](#), on page 121
- [URI Dialing](#), on page 202

Cisco Unified Communications Manager Release 8.6(1)

This section describes the new and changed features in Cisco Unified Communications Manager release 8.6(1):

- [Account Lockout](#), on page 31
- [EnergyWise Deep Sleep Mode](#), on page 87
- [FIPS Compliance](#), on page 92
- [Password Expiry](#), on page 130
- [New JTAPI x64 client for 64-bit operating systems.](#)

Cisco Unified Communications Manager Release 8.5(1)

This section describes the new and changed features in Cisco Unified Communications Manager release 8.5(1):

- [Agent Greeting, on page 31](#)
- [API for Exposing Built-In-Bridge Status, on page 33](#)
- [Play Zip Tone, on page 132](#)
- [Single Sign-On, on page 165](#)
- [Support for VMware, on page 181](#)

Cisco Unified Communications Manager Release 8.0(1)

This section describes the new and changed features in Cisco Unified Communications Manager release 8.0(1):

- [Call Control Discovery, on page 39](#)
- [Call Pickup, on page 40](#)
- [CallFwdAll Key Press Notification, on page 43](#)
- [End to End Call Tracing, on page 86](#)
- [Extension Mobility Cross Cluster, on page 89](#)
- [External Call Control, on page 90](#)
- [Hunt List, on page 99](#)
- [iSac Codec, on page 105](#)
- [Secured Monitoring and Recording, on page 157](#)
- [Support for Cisco Unified IP Phone 6901, on page 178](#)
- [Support for 100+ Directory Numbers, on page 180](#)
- [Support for VMware, on page 181](#)
- [Verification Involving PSTN Reachability, on page 203](#)

Cisco Unified Communications Manager Release 7.1(3)

This section describes the new and changed features in Cisco Unified Communications Manager release 7.1(3):

- [Terminal and Address Capability Settings, on page 184.](#)

Cisco Unified Communications Manager Release 7.1(2)

This section describes the new and changed features in Cisco Unified Communications Manager release 7.1(2):

- [Component Updater](#), on page 60
- [Direct Transfer Across Lines](#), on page 74
- [Drop Any Party](#), on page 82
- [IPv6 Support](#), on page 104
- [Join Across Lines or Connected Conference Across Lines](#), on page 107
- [Logical Partitioning](#), on page 115
- [Message Waiting Indicator Enhancement](#), on page 118
- [Park Monitoring and Assisted DPark Support](#), on page 125
- [Swap or Cancel and Transfer or Conference Behavior](#), on page 182

Cisco Unified Communications Manager Release 7.0(1)

This section describes the new and changed features in Cisco Unified Communications Manager from release 6.1 to release 7.0(1) and Cisco Unified JTAPI enhancements. It has the following sections:

- [Call Pickup](#), on page 40
- [Calling Party Normalization](#), on page 43
- [Click to Conference](#), on page 58
- [Do Not Disturb-Reject](#), on page 81
- [Extension Mobility Username Login](#), on page 90
- [Java Socket Connect Timeout](#), on page 106
- [Join Across Lines with Conference Enhancements \(SCCP and SIP\)](#), on page 112
- [Locale Infrastructure Development](#), on page 114
- [selectRoute\(\) with Calling Search Space and Feature Priority](#), on page 159



Note Cisco Unified Communications Manager release 7.0(1) does not support the following IPv6 related methods:

canSupportIPv6()

setProviderOpenRetryAttempts (int retryAttempts)

getProviderOpenRetryAttempts()

getIPAddressingMode() (*available on CiscoMediaTerminal and CiscoRouteTerminal interfaces*)

register(java.net.InetAddress address, int port, CiscoMediaCapability [] capabilities, int[] algorithmIDs, java.net.InetAddress address_v6, int activeAddressingMode)

register(CiscoMediaCapability [] capabilities, int[] int registration Type, int[] algorithmIDs, int activeAddressingMode)

getTerminals() (*available on new interface CiscoProviderTermCapabilityChangedEv*)

getAddressingModeForMedia()

getCallingPartyIpAddr_v6() (*available on CiscoCallCtlConnOfferedEv and CiscoRouteEvent interfaces*)

CTIERR_IPADDRMODEMISMATCH

CTIERR_DYNREG_IPADDRMODE_MISMATCH

hasIPv6CapabilityChanged()

CiscoTerminal.IP_ADDRESSING_MODE_IPv4

CiscoTerminal.IP_ADDRESSING_MODE_IPv6

CiscoTerminal.IP_ADDRESSING_MODE_IPv4_v6

CiscoTerminal.IP_ADDRESSING_MODE_Unknown

CiscoTermRegistrationFailedEv.IP_ADDRESSING_MODE_MISMATCH



Note For the features, Join Across Lines, Do Not Disturb-Reject, and Calling Party Normalization, each Cisco JTAPI must be upgraded to a version that supports these features. Additionally, if you are upgrading from release 5.1 and you use Join Across Lines, the Conference Chaining feature must not be enabled or used until all applications are either upgraded to a version compatible with the new unified CM version. Also, you should verify that the applications are not impacted by the Conference Chaining feature.

Cisco Unified Communications Manager Release 6.1

This section describes the new and changed features in Cisco Unified Communications Manager from release 6.0 to release 6.1 and Cisco Unified JTAPI enhancements. It has the following sections:

- [Certificate Download API Enhancement, on page 44](#)
- [Intercom Support for Extension Mobility, on page 104](#)
- [Join Across Lines, on page 106](#)

Cisco Unified Communications Manager Release 6.0

This section describes the new and changed features in Cisco Unified Communications Manager, release 6.0 and Cisco Unified JTAPI enhancements. It has the following sections:

- [Arabic and Hebrew Language Support, on page 34](#)
- [Calling Party IP Address, on page 42](#)
- [CiscoRTPHandle Interface on Cisco RTP Events, on page 54](#)
- [Cisco Unified IP 7931G Phone Interaction, on page 51](#)
- [Conference Chaining, on page 64](#)
- [Directed Call Park, on page 79](#)
- [Do Not Disturb, on page 80](#)
- [Forwarding on No Bandwidth and Unregistered DN, on page 96](#)
- [Hold Reversion, on page 99](#)
- [Intercom, on page 102](#)
- [Multilevel Precedence and Preemption Support, on page 120](#)
- [Noncontroller Adding of Parties to Conferences, on page 124](#)
- [Silent Monitoring, on page 162](#)
- [Secure Conferencing, on page 150](#)
- [Translation Pattern Support, on page 1821](#)
- [Version Format Change, on page 203](#)
- [Voice MailBox Support, on page 208](#)

Cisco Unified Communications Manager Release 5.1

This section describes the new and changed features in Cisco Unified Communications Manager, from release 5.0 to release 5.1 and Cisco Unified JTAPI enhancements. It has the following sections:

- [Call Forward Override, on page 39](#)
- [Join Across Lines \(Only SCCP\), on page 107](#)
- [New Error Code in CiscoTermRegistrationFailedEv, on page 124](#)
- [Star \(*\) 50 Update, on page 175](#)

Cisco Unified Communications Manager Release 5.0

This section describes the new and changed features in Cisco Unified Communications Manager, from release 4.x to release 5.0 and Cisco Unified JTAPI enhancements. It has the following:

- [Auto Updater for Linux, on page 34](#)

- [Call Select Status](#), on page 41
- [Command Line Invocation](#), on page 59
- [Hairpin Support](#), on page 97
- [Half-Duplex Media Support](#), on page 98
- [JRE 1.2 and JRE 1.3 Support Removal](#), on page 113
- [JTAPI Version Information](#), on page 114
- [Network Alerting](#), on page 122
- [Partition Support](#), on page 127
- [QoS Support](#), on page 135
- [Secure Real-Time Protocol Key Material](#), on page 151
- [SIP 3XX Redirection](#), on page 167
- [SIP REFER or REPLACE](#), on page 171
- [SIP Phone Support](#), on page 168
- [Superprovider and Change Notification](#), on page 176
- [Terminal and Address Restrictions](#), on page 185
- [Transport Layer Security \(TLS\)](#), on page 193
- [Unicode Support](#), on page 199



CHAPTER 3

Features Supported by Cisco Unified JTAPI

This chapter describes features supported by the Cisco Unified JTAPI specification.

- [Account Lockout](#), on page 31
- [Agent Greeting](#), on page 31
- [AES 256 Algorithm IDs](#), on page 32
- [Alternate Script Support](#), on page 33
- [API for Exposing Built-In-Bridge Status](#), on page 33
- [Arabic and Hebrew Language Support](#), on page 34
- [Auto Updater for Linux](#), on page 34
- [AutoAccept Support for CTI Ports and Route Points](#), on page 34
- [Autoupdate of API](#), on page 36
- [Barge and Privacy Event Notification](#), on page 38
- [Call Control Discovery](#), on page 39
- [Call Forward](#), on page 39
- [Call Forward Override](#), on page 39
- [Call Park](#), on page 40
- [Call Pickup](#), on page 40
- [Call Select Status](#), on page 41
- [Calling Party Display Name](#), on page 41
- [Calling Party IP Address](#), on page 42
- [Calling Party IP Address](#), on page 42
- [Calling Party Normalization](#), on page 43
- [CallFwdAll Key Press Notification](#), on page 43
- [CallSelect and UnSelect Event Notification](#), on page 44
- [Certificate Download API Enhancement](#), on page 44
- [Changes in DeviceType Name Handling](#), on page 45
- [Cisco MediaTerminal](#), on page 45
- [Cisco Unified Communications Manager Media Endpoint Model](#), on page 48
- [Cisco Unified Communications Manager Server Failure](#), on page 50
- [Cisco Unified IP 7931G Phone Interaction](#), on page 51
- [Cisco Unified JTAPI Install Internationalization](#), on page 52
- [Cisco VG248 and ATA 186 Analog Phone Gateways](#), on page 52
- [CiscoJtapiExceptions](#), on page 52
- [CiscoProvAuthenticationInfoEv](#), on page 54

- CiscoRTPHandle Interface on Cisco RTP Events, on page 54
- Cisco Terminal Filter and ButtonPressedEvents, on page 54
- CiscoTermRegistrationfailed Event, on page 55
- Cius Persistency, on page 56
- Clear Calls, on page 58
- Click to Conference, on page 58
- Cluster Abstraction, on page 58
- Command Line Invocation, on page 59
- Component Updater, on page 60
- Conference, on page 60
- Conference and Join, on page 63
- Conference Chaining, on page 64
- Consult Without Media, on page 65
- CTI Ports, on page 66
- CTI RoutePoints, on page 66
- CTI Remote Device for JTAPI, on page 66
- CTI RD Call Forward, on page 70
- CTI Video Support, on page 70
- Default CTI IP Addressing for Devices, on page 72
- DeleteCall, on page 72
- Device Recovery, on page 72
- Device Recovery for Phones, on page 73
- Device State Server, on page 73
- Direct Transfer Across Lines, on page 74
- Directed Call Park, on page 79
- Directory Change Notification, on page 80
- Do Not Disturb, on page 80
- Do Not Disturb-Reject, on page 81
- Drop Any Party, on page 82
- Dynamic CTI Port Registration, on page 83
- E911 Teleworker, on page 85
- Enable or Disable Ringer, on page 85
- Encryption Enhancement, on page 86
- End to End Call Tracing, on page 86
- EnergyWise Deep Sleep Mode, on page 87
- Extension Mobility Cross Cluster, on page 89
- Extension Mobility Username Login, on page 90
- External Call Control, on page 90
- End to End Session ID for Calls, on page 91
- FIPS Compliance, on page 92
- Forced Authorization and Client Matter Codes, on page 93
- Forwarding on No Bandwidth and Unregistered DN, on page 96
- GetCallID in RTP Events, on page 96
- GetCallInfo, on page 96
- GetGlobalCallID, on page 97
- Hairpin Support, on page 97

- Half-Duplex Media Support, on page 98
- Hold Reversion, on page 99
- Hunt List, on page 99
- Hunt List Connected Number, on page 100
- Hunt Log Status, on page 101
- Intercom, on page 102
- Intercom Support for Extension Mobility, on page 104
- IPv6 Support, on page 104
- iSac Codec, on page 105
- Java Socket Connect Timeout, on page 106
- Join Across Lines, on page 106
- Join Across Lines (Only SCCP), on page 107
- Join Across Lines with Conference Enhancements (SCCP and SIP), on page 112
- JRE 1.2 and JRE 1.3 Support Removal, on page 113
- JTAPI Version Information, on page 114
- Locale Infrastructure Development, on page 114
- Logical Partitioning, on page 115
- Media Termination at Route Point, on page 115
- Media Termination Extensions, on page 117
- Message Waiting Indicator Enhancement, on page 118
- Modifying Calling Number, on page 119
- Multilevel Precedence and Preemption Support, on page 120
- Multiple Calls Per DN, on page 121
- Native Queuing, on page 121
- Network Alerting, on page 122
- Network Events, on page 123
- New Error Code in CiscoTermRegistrationFailedEv, on page 124
- Noncontroller Adding of Parties to Conferences, on page 124
- Park DN Monitor, on page 124
- Park Monitoring and Assisted DPark Support, on page 125
- Park Reminder, on page 127
- Park Retrieval, on page 127
- Partition Support, on page 127
- Password Expiry, on page 130
- Persistent Connection, on page 130
- Play Zip Tone, on page 132
- Presentation Indicator for Calls, on page 133
- Privacy On Hold, on page 134
- Progress State Converted to Disconnect State, on page 135
- Q.Signaling (QSIG) Path Replacement, on page 135
- QoS Support, on page 135
- Quiet Clear, on page 137
- Receiving and Responding to Media Flow Events, on page 138
- Recording, on page 139
- Redirect, on page 142
- Redirect Set Original Called ID, on page 143

- [Redirect to Device, on page 144](#)
- [Redundancy, on page 145](#)
- [Redundancy in CTI Managers, on page 145](#)
- [Ringback on SIP 183 for Transferred Calls, on page 147](#)
- [Routing, on page 148](#)
- [Secure Conferencing, on page 150](#)
- [Secure Real-Time Protocol Key Material, on page 151](#)
- [Secured Monitoring and Recording, on page 157](#)
- [SelectRoute Interface Enhancement, on page 158](#)
- [selectRoute\(\) with Calling Search Space and Feature Priority, on page 159](#)
- [Set MessageWaiting, on page 159](#)
- [Shared Line Support, on page 160](#)
- [Silent Monitoring, on page 162](#)
- [Single Sign-On, on page 165](#)
- [Single Step Transfer, on page 166](#)
- [SIP 3XX Redirection, on page 167](#)
- [SIP Phone Support, on page 168](#)
- [SIP REFER or REPLACE, on page 171](#)
- [SIP Trunk Early Offer, on page 172](#)
- [Star \(*\) 50 Update, on page 175](#)
- [Super Provider \(Disable Device Validation\), on page 175](#)
- [Superprovider and Change Notification, on page 176](#)
- [Support for Cisco Unified IP Phone 6901, on page 178](#)
- [Support for Cisco Unified IP Phone 6900 Series, on page 179](#)
- [Support for 100+ Directory Numbers, on page 180](#)
- [Support for VMware, on page 181](#)
- [Swap or Cancel and Transfer or Conference Behavior, on page 182](#)
- [Terminal and Address Capability Settings, on page 184](#)
- [Terminal and Address Restrictions, on page 185](#)
- [SHA-512 Support for Digital Signatures, on page 188](#)
- [Transfer, on page 188](#)
- [Transfer and Conference Extensions, on page 191](#)
- [Transfer and DirectTransfer, on page 191](#)
- [Translation Pattern Support, on page 192](#)
- [Transport Layer Security \(TLS\), on page 193](#)
- [Unicode Support, on page 199](#)
- [Unrestricted Unified CM, on page 201](#)
- [URI Dialing, on page 202](#)
- [Version Format Change, on page 203](#)
- [Verification Involving PSTN Reachability, on page 203](#)
- [Video Capabilities and Multi-Media Information, on page 203](#)
- [Video On Hold Support, on page 207](#)
- [Voice MailBox Support, on page 208](#)
- [XSI Object Pass Through, on page 208](#)

Account Lockout

The administrator can use the CUCM Admin Panel to configure options for the account lockout.

To configure account lockout options, an administrator can perform either of the following:

1. Click the Locked by Administrator checkbox in the user credential page.
2. Set the number of login attempts, which signifies the number of failed logins due to invalid credentials.
3. Set the maximum idle time (in days) and if the user does not login for that many days, the account is locked.

In case of account lockout, JTAPI delivers detailed exceptions without any warning messages. JTAPI does not allow applications to modify any of these values, it only reports the information.

Interface Changes

[CiscoJtapiExceptions](#), on page 52

Message Sequences

There are no message sequences.

Backward Compatibility

This feature is backward compatible.

Agent Greeting

The Agent Greeting feature enables the JTAPI application to instruct the Cisco Unified Communications Manager to automatically play a pre-recorded announcement following a successful media connection to the agent device. The greeting helps to keep the agent sounding fresh as they do not have to repeat common phrases on each call. Agent Greeting is audible for the agent and the customer.

Agent Greeting can be initiated from any phone with a Built-in-Bridge (BIB). A call is initiated from the BIB to the DN specified in the request. Applications are responsible for answering this call and playing the media.

There are two types of calls:

- A basic call between the customer and agent.
- A secondary call, known as the Interactive Voice Response (IVR) call, which is created between an IVR device and the BIB of the agent phone.

The application invokes the new Agent Greeting API on a call, which creates an IVR call. The application then answers the call, and is responsible to play a recorded message.

The connection is not created for the agent on the IVR call, and as a result, the applications see the secondary call only. The IVR call has only one connection to play the IVR message.

Regardless of whether or not the application observes the IVR device, the Agent Greeting media plays. Observers on the agent receive an event to start the media. When the media finishes, the application must

disconnect the IVR or CTI port that streams the media. When the second call is disconnected, an event is sent to observers on the agent and receives an event to end the media.

This feature is available only on phones that have BIBs. The majority of Cisco Unified IP Phones have BIBs, but the feature may not be available in various older or lower-end phone models. Administrators must enable the BIB for the device and configure it using the Cisco Unified Communications Manager Admin panel.

Whenever a request to addMediaStream is made, JTAPI blocks the request until the IVR device answers the call or CTI responds with a timeout error. Due to this, the JTAPI thread that invoked the addMediaStreamRequest cannot answer its own call, because it is blocked waiting for the request to finish.

Applications intending to use this feature must ensure that one of the following is applicable:

- The IVR DN is configured to auto-answer incoming calls
- A separate JTAPI thread or application is set up to answer on the IVR DN

Interface changes

See [CiscoTerminalConnection](#), on page 642, [CiscoFeatureReason](#), on page 416, [CiscoJtapiException](#), on page 424, [CiscoMediaStreamStartedEv](#), on page 439, [CiscoMediaStreamEndedEv](#), on page 440

Message Sequences

See [Agent Greeting](#), on page 766

Backward Compatibility

This feature is backward compatible.

- This is a new feature and has no impact on existing features.
- There are two new events for this feature, but they are only generated if the application observes the addresses in which the feature is invoked.
- The odd call model for the IVR call, with only one connection, can have implications for applications that look at the number of connections for any of their logic.
- Feature interaction is not supported on IVR calls.

For example, invoking features such as redirect and creating a conference from the IVR call are not supported.

- The IVR call is intended to stream media. Applications invoke features on the IVR call at their own risk and there are no event flows or call diagrams for any feature interaction on the IVR calls.

AES 256 Algorithm IDs

From release 10.5(2) Cisco Unified Communications Manager now supports the following encryption algorithm IDs:

- CiscoMediaEncryptionAlgorithmType
- CiscoMediaEncryptionAlgorithmType.AES_128_COUNTER_80
- CiscoMediaEncryptionAlgorithmType.F8_128_COUNTER_32

- CiscoMediaEncryptionAlgorithmType.F8_128_COUNTER_80
- CiscoMediaEncryptionAlgorithmType.AEAD_128_COUNTER
- CiscoMediaEncryptionAlgorithmType.AEAD_256_COUNTER

The CiscoMediaEncryptionAlgorithmType.AEAD_128_COUNTER and CiscoMediaEncryptionAlgorithmType.AEAD_256_COUNTER will be negotiated only for a secure call between two SIP endpoints.

CTI ports can register with any of the above algorithms, but will only negotiate on AES_128_COUNTER_80 for secure calls.

Alternate Script Support

Certain IP phone types support an alternate language script other than the default script that corresponds to the phone-configurable locale. For example, the Japanese phone locale has two written scripts. Some phone types support only the default Katakana script, while other phones types support both the default script and the alternate Kanji script. Because applications can send text information to the phone for display purposes, they need to know what alternate script a phone supports, if any.

The new `getAltScript()` method provides alternate script information for an observed device. Currently there is only one known alternate script: Kanji for the Japanese locale.

JTAPI provides a new method for `CiscoTerminal` to provide alternate script information.

java.lang.String	<code>getAltScript()</code> Only one alternate script, Kanji for the Japanese locale, is currently supported. An empty string return value indicates there is no alternate script configured or the terminal does not support an alternate script.
------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Backward Compatibility

The alternate script feature does not impact JTAPI backward compatibility.

API for Exposing Built-In-Bridge Status

JTAPI exposes the API, `CiscoTerminal.isBuiltInBridgeEnabled()` to let applications know if the BIB capability is enabled on the terminal or not. Accordingly, the return value is true or false.

This API throws `MethodNotSupportedException` if it is invoked on a `CiscoMediaTerminal` or a `CiscoRouteTerminal` as these devices do not support a BIB.

This API throws `InvalidStateException` if invoked on a terminal that is not registered with the Cisco Unified Communications Manager.

Interface Changes

See [CiscoTerminal](#), on page 623

Message Sequences

See [API for Exposing Built-in-Bridge Status, on page 771](#)

Backward Compatibility

This change is backward compatible and does not affect the existing applications.

Arabic and Hebrew Language Support

This version of the Cisco Unified JTAPI supports the Arabic and Hebrew languages, which users may select during installation and in the Cisco Unified JTAPI Preferences user interface.

Backward Compatibility

This feature is backward compatible.

Auto Updater for Linux

In order to support this feature for Linux based JTAPI client machines, auto updater feature has the following changes in its interface. The interface required that applications provide component name, provider IP address, user name and password. Applications do not need to specify an URL for downloading the component. This is done to avoid the issue with updater application in case URL changes between various releases of Cisco Unified Communications Manager Administration.

A new API called “Replace()” is part of the component interface. This facilitates replacing of old component with a newly downloaded component. The following section defines the operation of updater after the new interface changes. The new updater will:

- Use the same API signature as the old one.
- Create a file newjtapi.jar in the current folder of application which is the new version of the jar file.
- Copy the current jtapi.jar to a file by name component.temp in the classpath specified.
- Replace the current jar file with the new jar file. At the end of this operation, the current jar file becomes the component.temp and new jar file becomes jtapi.jar. Applications can still use old component interface which take URL either by specifying the URL themselves or by querying the URL through the new interface provided on CiscoProvider. The API required to get the URL information is present in the Interface summary for this feature. This operation is supported for both Unix and Windows.

Backward compatibility

This feature is not backward compatible.

AutoAccept Support for CTI Ports and Route Points

This feature provides applications with the ability to enable or disable AutoAccept for the addresses on CTIPorts and Route Points. When AutoAccept status changes for the address, Cisco Unified JTAPI provides the event to inform the application for changes.



Note The maximum number of lines that are supported for route points equals 34.

The new interface `setAutoAcceptStatus()`, provided on the `CiscoAddress` object, allows the capability to set AutoAccept to ON or OFF. Interface `getAutoAcceptStatus()`, also provided on the `CiscoAddress` object, allows applications to query the current status of AutoAccept on the address.

When AutoAccept status changes for the address, applications get `CiscoAddrAutoAcceptStatusChangedEv` on `AddressObservers`. This event includes the interface `getTerminal()`, which returns the terminal on which the AutoAccept status gets changed, and the interface `getAutoAcceptStatus()`, which returns integers that specify whether AutoAccept is ON or OFF. If an address observer is not added, the event does not get provided.

The following interfaces support AutoAccept on `CTIPort` and `RoutePoint`:

Cisco Address

- `init`

```
init getAutoAcceptStatus (javax.telephony.Terminal terminal)
```

`Ciscoaddress.getAutoAccept(Terminal iterminal)` returns an AutoAccept status of address on terminal.

- `void`

```
setAutoAcceptStatus (int autoAcceptStatus, javax.telephony.Terminal terminal)
```

This allows an application to enable AutoAccept for addresses on the `CiscoMediaTerminal` and or the `CiscoRouteTerminal`.

CiscoAddrAutoAcceptStatusChangedEv

`CiscoAddrAutoAcceptStatusChangedEv`

Public interface: `CiscoAddrAutoAcceptStatusChangedEv`

Extends `com.cisco.jtapi.exension.CiscoAddrEv`

The `CiscoAddrAutoAcceptStatusChangedEv` event gets sent to applications whenever AutoAccept status for the address on the terminal gets changed. If an address has multiple terminals, this event gets sent for the address AutoAccept status on each individual terminal.

This event provides the following interface:

- `init`

```
getAutoAcceptStatus ()
```

`CiscoAddrAutoAcceptStatusChangedEv.getAutoAcceptStatus` returns the following value of AutoAccept status of address on terminal `CiscoAddress.AUTOACCEPT_OFF` `CiscoAddress.AUTOACCEPT_ON`.

- `com.cisco.jtapi.extensions.CiscoTerminal`

```
getTerminal ()
```

Returns the terminal at which this address AutoAccept status gets changed.

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for AutoAccept on `CTIPort` and `RoutePoint`, see [Message Sequence Charts, on page 765](#)

Autoupdate of API

Be aware that when the Cisco Unified Communications Manager is upgraded to a higher version, the APIs may or may not be compatible with the new Cisco Unified Communications Manager version. Ensure that the APIs are upgraded to a compatible version, so the applications work as expected. Because the APIs are installed locally on the client server, the upgrade must take place on multiple machines. In the case of fewer client applications, you can easily do this by connecting to the Cisco Unified Communications Manager Administration and downloading and installing the Cisco Unified Communications Manager compatible plug-in.

For multiple client applications, this feature provides a facility by which an application at startup can identify itself to a web server via an HTTP request and receives a response with the version of the required JTAPI API.

The application compares the version that is available on the server to the local version in the application classpath and determines whether an upgrade is necessary. This allows applications to refresh the jtapi.jar component to match the Cisco Unified Communications Manager and provides a way to centrally deploy the jtapi.jar to which applications can auto update.

The API that is required to perform this functionality gets packaged in the form of an updater.jar. The jtapi.jar and updater.jar get packaged with the standard manifest, which can be used to compare versions.



Note

This feature does not update JTAPI Preferences, JTAPITestTools, Updater.jar and javadoc components. If applications require these components, install JTAPI from the Cisco Unified Communications Manager plug-in pages. Auto Update supports JTAPI Release 2.0 and later.

Refer to [Cisco Unified JTAPI Installation, on page 211](#) for more information.

The following new or changed interfaces exist for autoupdate of APIs:

Class com.cisco.services.updater.ComponentUpdater

Component	<pre>queryLocalComponentVersion (java.lang.String componentName, java.lang.String path)</pre> <p>Thstrows an IOException, IllegalArgumentException.</p>
Component	<pre>queryServerComponentVersion (java.lang.String componentName, java.lang.String urlString)</pre> <p>Thstrows an IOException, IllegalArgumentException, and sends an HTTP query to the server to determine the remote server installed components version.</p>

Interface com.cisco.services.updater.Component

int	<pre>compareTo (Component otherComponent)</pre>
Component	<pre>fetchFromServer ()</pre> <p>Performs an HTTP fetch of the component from the server and writes to the local file system with the file name temp.jar in the local directory.</p>

java.lang.String	getBuildDescription () Returns the string 'Release' for a version of the form 'a.b(c.d) Release'.
int	getBuildNumber () Returns 'd' for a version of the form a.b(c.d).
java.lang.String	getLocation () The string form location of the component.
int	getMajorVersion () Returns 'a' version for a version of the form a.b(c.d).
int	getMinorVersion () Returns 'b' version for a version of the form a.b(c.d).
java.lang.String	getName () Returns the name of the component.
int	getRevisionNumber () Returns 'c' for a version of the form a.b(c.d).

The Autoupdater feature in JTAPI also allows applications to download the latest version of JTAPI.JAR directly from the Cisco Unified Communications Manager.

1. Updater creates a newjtapi.jar file in the current folder of the application, which represents the new version of the jar file that was downloaded from the Cisco Unified Communications Manager.
2. Updater copies the current jtapi.jar to a file that is named component.temp in the classpath specified.
3. Updater replaces the current jtapi.jar file with the new jtapi.jar file.

At the end of this operation, the current jar file becomes component.temp and the new jar file becomes jtapi.jar. This operation is supported for both Linux and Windows.

Example Usage of Autoupdater

```

Command Line : java com.cisco.services.updater.ComponentUpdater <server> <component name>
<login> <passwd>Component localComponent, downloadedComponent;
ComponentUpdater updater = new ComponentUpdater();
String localPath = updater.getLocalComponentPath(args[1]);
localComponent = updater.queryLocalComponentVersion("jtapi.jar", localPath);
localComponent.copyTo("component.temp");
String provString = args[0] + ";login = " + args[2] + ";passwd = " + args[3];

CiscoJtapiPeer peer = (CiscoJtapiPeer) (JtapiPeerFactory.getJtapiPeer(null));
CiscoJtapiProperties tempProp = ((CiscoJtapiPeerImpl) (peer)). getJtapiProperties();
tempProp.setLightWeightProvider(true);

Provider provider = peer.getProvider(provString);
String url = ((CiscoProvider) (provider)).getJTAPIURL(); provider.shutdown();
Component serverComponent = updater.queryServerComponentVersion("jtapi.jar", url);

downloadedComponent = serverComponent.fetchFromServer();
int retVal = downloadedComponent.replaces(localComponent);

```

The “replaces” API will replace the existing JTAPI version with the new version.



Note The updater will only update the JTAPI.JAR file and not the other sample applications and Cisco JTAPI documentation that are bundled with the JTAPI plug-in. To get these other components, applications must download the plug-in from the Cisco Unified Communications Manager and install it.

Barge and Privacy Event Notification

The Barge Feature provides the ability for shared addresses to barge into an established call of address on another terminal. This feature gets activated when an address `TerminalConnection` is in the passive state and `CallCtlTerminalConnection` is in the bridged state. This version of Cisco Unified JTAPI only supports feature activation manually on application-controlled terminals (IP phones). For this release, you cannot activate the feature through an API.

The Privacy feature provides the ability to enable or disable other shared addresses to barge into call. When privacy is enabled, other shared addresses cannot barge into a call and vice versa. Privacy represents a terminals property. IP phones have a “Privacy” softkey and pressing it enables or disables the privacy. Privacy can be dynamically enabled or disabled for the active calls on the terminal. When privacy is on for the call, the `TerminalConnection` for the call appearances on the shared address appear in the “InUse” state. If privacy status changes during the `CallProgress`, `CiscoTermConnPrivacyChangedEvent` gets delivered to the application.

Two types of barge feature functionalities exist in Cisco Unified Communications Manager: one uses built-in conference bridge called “Barge,” while another uses shared conference bridge resources called “CBarge”. From the application point of view, no interface changes exists between Barge and CBarge; however, some behavioral changes, which are described in the message flow diagram in [Message Sequence Charts, on page 765](#) occur.

Barge, CBarge, and Privacy have these interfaces:

```
Interface CiscoTerminalConnection.getPrivacyStatus()
```

```
booleangetPrivacyStatus ()
```

This interface returns the privacy status of a call on the terminal.

```
Interface CiscoTermConnPrivacyChangedEv
```

```
javax.telephony.TerminalConnectiongetTerminalConnection ()
```

A new reason code, `CiscoCall.CAUSE_BARGE` gets added to `CiscoCall` for barge events.

JTAPI provides `CallCtlCause` as `CiscoCall.CAUSE_BARGE` when a `SharedLine TerminalConnection` or `CallCtlTerminalConnection` goes to an active or talking state as a result of barge. This cause code also gets provided in `CallCtlEvents` for dropping temporary calls that are created during the barge operation.

This cause code is not provided for the CBarge scenario.

For details on these interfaces, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for barge, CBarge, and privacy, see [Message Sequence Charts, on page 765](#).

Call Control Discovery

The Call Control Discovery (CCD) feature facilitates provisioning for inter-call agent communications. It uses the Service Advertisement Framework (SAF) network service to advertise itself as a call control entity and to discover other call control entities (Cisco Unified Communications Managers or CMEs) on the network so that it can dynamically adapt their routing behavior.

When a call is made between two devices on different clusters and the call is rejected with a cause code other than unallocated, unassigned number and user busy, the CCD feature fails over the call to a PSTN network. That is, the call is routed through a PSTN network instead of an IP network to reach the same destination.

JTAPI supports the SAF CCD feature. However, applications are not notified when a normal SAF call fails over to a PSTN trunk.

JTAPI exposes a new reason `CiscoFeatureReason.REASON_SAF_CCD_PSTN_FAILOVER` for the new connection created for the redirect or forward destination. This occurs when there is a redirect or forward across the cluster through an SAF trunk and the call fails over to a PSTN trunk.

Interface Changes

See [CiscoFeatureReason](#), on page 416

Message Sequences

See [Call Control Discovery](#), on page 790

Backward Compatibility

This feature is backward compatible.

Call Forward

Cisco Unified JTAPI supports setting the Call Forward feature according to the JTAPI Specification. Cisco Unified JTAPI implementation does not support all the forwarding characteristics but supports only the `FORWARD_ALL` attribute for the Address. Applications can invoke `setForwarding`, `getForwarding`, and `cancelForwarding` methods on a `CallControlAddress` object, but the `CallControlForwarding` instruction can only be of type `FORWARD_ALL`.

Call Forward Override

This feature provides a mechanism to override the call forward all feature. If a user (CFA Initiator) sets CFA to another user (CFA target), the CFA should be ignored if the CFA target calls the CFA initiator. This would allow the CFA Target to reach the CFA Initiator for important calls.

The behavior of this CallManager feature is configurable via service parameter - `CFADestinationOverride`.

Example: Alice has a phone with DN 1000 * Bob has a phone with DN 2000 * Daniel has a phone with DN 4000 * Alice does a CFA to 2000

CFA behavior * Bob calls Alice. Call goes to Alice and does not follow CFA back to himself. * Daniel calls Alice. Call follows CFA to Bob. * Bob answers and transfers the call to Alice. Bob can do this because Alice has her phone forwarded to Bob. There is no interface change to JTAPI layer with this feature. However JTAPI applications could perceive a difference in behavior when `CiscoAddress.setForward()` API is invoked. In scenario where CFA target calls the CFA initiator as described in example, call is not forwarded if feature is enabled.

Backward Compatibility

JTAPI applications that were written for Release 5.0 should be backward compatible with Release 5.1. JTAPI Client Upgrade Application does not require JTAPI Client upgrade to run or be backward compatible. JTAPI Client upgrade is required only if new features are used.

Call Park

Cisco Unified JTAPI supports user interactions with Call Park and reports the appropriate events to the applications. When a call is parked from an IP phone, the connection that belongs to the parking address moves into Disconnected state, and the associated TerminalConnection moves into Dropped state. A new connection in queued state for the park number gets created.

If an application is monitoring only the address that parked the call, all existing connections get Disconnected, TerminalConnections get Dropped, and the call moves to Invalid state.

Call Pickup

Call Pickup enables devices to receive alerts within Call Pickup Groups and events, to act on these alerts by invoking APIs that support variants of Call Pickup.

These APIs allow applications to gather information about existing Call Pickup groups, and register and unregister for receiving pickup alerts for specific pickup groups.

JTAPI supports invoking Pickup, Group Pickup, Other Pickup, and Directed Call Pickup from applications. In Cisco Unified Communications Manager releases prior to release 8.0(1), all these features except Other Pickup were supported as observed events, but were not invoked.



Note Call Pickup is not supported on CTI route points.

Interface Changes

[CiscoPickupGroup](#), on page 486, [CiscoAddress](#), on page 297, [CiscoTerminal](#), on page 623, [CiscoProvider](#), on page 500, [CiscoProviderCapabilities](#), on page 509, [CiscoProvPickupCallAlertEv](#), on page 495, [ProviderPickupNotificationRegistrationClosedEv](#), on page 677, [CiscoAddrPickupGroupChangedEv](#), on page 321.

Message Sequences

[Call Pickup](#), on page 1161

Backward Compatibility

This feature is backward compatible.

Call Select Status

Cisco Unified JTAPI sends `CiscoTermConnSelectChangedEv` event whenever the call is selected either by feature or by manually. Once application receives the event, application can use `TerminalConnection.getSelectedStatus()` to get proper call select status. There are three possible statuses by calling `TerminalConnection.getSelectedStatus()` as follows:

- `CiscoTerminalConnection.CISCO_SELECTEDNONE`: The select status means that the call is not selected
- `CiscoTerminalConnection.CISCO_SELECTEDLOCAL`: The select status means that the call is selected on the terminal connection
- `CiscoTerminalConnection.CISCO_SELECTEDREMOTE`: Passive `TerminalConnection` will get this select status if the call is selected by it's shared line

Backward compatibility

This feature is not backward compatible.

Calling Party Display Name

The `CiscoCall` interface provides methods to get name displays of the calling party and the called party in a call. Applications can use `getCurrentCallingPartyDisplayName()` to get the display name of the calling party.

JTAPI applications can use the following interface to get the display names of the calling party and the called party.

```
{..
..
/**
 *This interface returns the display name of the called party in the call.
 *It returns null if display name is unknown.
 */
public String getCurrentCalledPartyDisplayName();

/**
 *This interface returns the display name of the calling party.
 *It returns null if display name is unknown.
 */
public String getCurrentCallingPartyDisplayName();
}
```

The address objects store the display name internally, and the name gets updated when `currentCallingAddress` and `currentCalledAddress` are updated. `NULL` returns if the call is not in the active state and if `currentCalling` and `currentCalled` addresses of the call are not initialized.



Note The system does not support `Call.getCurrentCalledAddress()` and `call.getCurrentCallingAddress()` for conference calls. Also, the system does not support `call.getCurrentCalledPartyDisplayName()` and `call.getCurrentCallingPartyDisplayName()` for a conference call.

Calling Party IP Address

Extensions to `CallCtlConnOfferedEv` and `RouteEvent` provide a method for retrieving the IP address of the calling party. This feature provides the calling party IP address to the destination side of basic calls, consultation calls for transfer and conference, and basic redirect and forwarding. The system does not support other scenarios and feature interactions, including those where the calling party changes. This feature only supports IP phones as calling party devices, although IP address of other calling devices may also be provided. See [CiscoCallCtlConnOfferedEv](#), on page 358 and [CiscoRouteEvent](#), on page 527.

Backward compatibility

This feature is backward compatible.

Calling Party IP Address

The Calling Party IP Address enhancement provides the calling party IP address to the destination side of basic calls, consultation calls for transfer and conference, and basic redirect and forwarding. Only calling party IP phones are supported, although IP address of other calling devices may also be provided.



Note Other feature interactions are not supported including those during which the calling party changes.

New Cisco extensions to the `CallCtlConnOfferedEv` and `RouteEvent` classes are created and expose a method to obtain the calling party IP address. The new extensions are `CiscoCallCtlConnOfferedEv` and `CiscoRouteEvent`. An empty returned value indicates that the calling party IP address is not available.

Basic Call scenario

JTAPI application monitors party B

Party A is an IP phone

A calls B

IP Address of A available to JTAPI application monitoring B consultation transfer scenario

JTAPI application monitors party C

Party B is an IP phone

A talks to B

B initiates a consultation transfer call to C

IP Address of B is available to JTAPI application monitoring party C

Consultation conference scenario

JTAPI application monitors party C

Party B is an IP phone

A talks to B

B initiates a consultation conference call to C

IP Address of B is available to JTAPI application monitoring party C

Redirect scenario

JTAPI application monitors party B and party C

Party A is an IP phone

A calls B

IP Address of A is available to JTAPI application monitoring party B

Party A redirects B to party C

Calling IP address is not available to JTAPI application monitoring party B

Calling IP address of B is provided to JTAPI application monitoring party C

Backward compatibility

This feature is backward compatible. Application must invoke a new API to query IP address of a call.

Calling Party Normalization

Calling Party Normalization (CPN) is an enhancement. This feature provides the option to transform or normalize the incoming call number and convert into the E.164 format, which includes the (country code, state code, and number type). The number type field identifies the subscriber, national, international, or unknown. The number type is not supported in conference scenarios.

Interface changes

This feature introduces a new method in `CiscoCall` that is `getGlobalizedCallingParty()` and a new method in `CiscoPartyInfo` that is `getNumberType()`. See [CiscoCall, on page 340](#) and [CiscoPartyInfo, on page 484](#) for more information.

Message sequences

See [Calling Party Normalization, on page 1137](#)

Backward compatibility

This feature is backward compatible.

CallFwdAll Key Press Notification

This feature enables applications to know whether the call is a normal call or a temporary call, when the `CallFwdAll` key is enabled.

JTAPI exposes this information through the API `getCFwdAllKeyPressIndicator()` which is exposed on the `CiscoCall` interface. This API enables the application to know if the call is created due to pressing of `CallFwdAll`

softkey or not. The newly added `getCFwdAllKeyPressIndicator()` could return following constants that are also new:

- If it is pressed on a phone that is in on-hook state to set CallFwdAll, this API returns `CiscoCall.CFWD_ALL_SET`.
- If it is pressed on a phone that is in on-hook state to clear the CallFwdAll, this API returns `CiscoCall.CFWD_ALL_CLEAR`.
- If the call is made first and then the user presses CallFwdAll key when phone is in off-hook state, this API returns `CiscoCall.CFWD_ALL_NONE`.

Interface changes

See [CiscoCall](#), on page 340

Message Sequences

See [CallFwdAll Keys Press Notification](#), on page 799

Backward Compatibility

This feature is backward compatible.

CallSelect and UnSelect Event Notification

You can select or unselect call on a phone for doing DirectTransfer or join or any other feature operation. When a SharedLine user selects a call, the RemoteInUse shares line TerminalConnection will go passive, and CallCtlTermiCallConnection goes in InUse state. When call is unselected, CallCtlTerminalConnection goes into a bridged state. An application cannot invoke any API on Passive/InUse TerminalConnection. CallProcessing also performs a Select/UnSelect operation during features (such as transfer/conference) operation. Applications will also perceive these events if the applications monitor RemoteInUse terminal.

For example, if A and A' are SharedLine, and A selects the call, CallCtlTerminalConnection of A' goes into a passive or InUse state. If A “UnSelects” the call, the CallCtlTerminalConneciton of A' goes into the passive or bridged state.

To view the message flow for CallSelect or UnSelect, see [Message Sequence Charts](#), on page 765

Certificate Download API Enhancement

Currently Cisco Unified JTAPI certificate download API has some security issues, to solve the problem, Cisco provides new certificate download APIs. New APIs require applications to specify a certificate pass phrase and the certificate pass phrase is used to encrypt Java key store where client/server certificates are stored.

Old certificate download APIs are deprecated, however, it will still remain for some time to avoid backward compatibility issue for applications. Cisco highly recommends to migrate the application to new APIs.

Cisco Unified JTAPI also provides new API `deleteCertificate()` and `deleteSecurityPropertyForInstance()` that can be used by application to delete certificates already installed. To change pass phrase for certificate java key store, the application must delete the old certificate by using this API and upload new certificate.

JTAPIPreferences UI security tab enhancement provides two new buttons, one for DeleteCertificate and another for Update Certificate. DeleteCertificate button allows users to delete the certificate for required username/instanceID. Update Certificate button allows users to upload the certificate from CAPF server. If certificate update is successful, certificate update box is updated to show Updated; authorization string and certificate pass phrase are cleared. If certificate update operation fails, certificate box continues to show status Not Updated status unless certificate was previously updated. User/Applications must provide certificate pass phrase every time they try to update certificate, Cisco Unified JTAPI does not save certificate pass phrase for security reason in any circumstances. Applications own the responsibility to secure the pass phrase and provide it through API when needed.

Backward Compatibility

This feature is backward compatible.

Changes in DeviceType Name Handling

Currently, TSP hardcodes the DeviceTypeName depending on the DeviceType. When a new device type is added, we have to manually add the new device type name to the list of supported devices. Because CTI does not fetch and store the device type name in its cache, TSP cannot get this info from CTI. TSP needs to update the device type name when a new device type is added without any manual intervention.

In JTAPI, the changes have been made to ensure that QBE interface changes to handle the receive devicetypeName that is sent from CTI and is stored in the deviceInfo structure. It is not used anywhere in JTAPI and will not be exposed to applications. Only the QBE interface changed as follows:

```
public DeviceRegisteredEvent ( String ride, int deviceType, boolean
allowsRegistration, int deviceID, boolean loginAllowed, UnicodeString userID,
    boolean controlled, int reasonInt, int registrationType, int unicodeEnabled,
    int locale,
// added for deviceTypeName change
String devTypeName) {
public DeviceUnregisteredEvent ( String deviceName, int deviceType, boolean
allowsRegistration, int deviceID, UnicodeString userID, boolean
controllableBool, int reasonInt, int locale,
//added for devtypename support
String devTypeName) {
```

Cisco MediaTerminal

In JTAPI, the terminal object represents the logical endpoint for a call and is presumed to be able to receive and transmit data (digital encoded voice samples, for example). Thus, terminals in JTAPI represent Cisco Unified IP Phones. Even though gateways terminate media, terminals do not represent them. The CiscoMediaTerminals in particular represent a special kind of endpoint for which applications take responsibility for media termination.

The following four steps associate with using CiscoMediaTerminals:

- Provisioning
- Registration
- Adding Observers

- Accepting Calls

Provisioning

Ensure `CiscoMediaTerminals`, which are analogous to physical terminals, get provisioned accordingly in Cisco Unified Communications Manager, even though they do not represent actual hardware IP phones or gateways. Just as IP phones must be added to Cisco Unified Communications Manager database by using the Device Wizard, `CiscoMediaTerminals` get added the same way, so Cisco Unified Communications Manager can associate the application endpoint with a directory number and other call control properties such as call forwarding. No device type called `CiscoMediaTerminal` exists in the Device Wizard. Instead, Cisco Unified Communications Manager has one or more device types that support application registration—each of these types get exposed as a `CiscoMediaTerminal` through JTAPI. Currently, only the device type CTI port represents a `CiscoMediaTerminal` in JTAPI.

This procedure lists the steps for provisioning a CTI port for use as an application-controlled endpoint.

1. Within the Cisco Unified Communications Manager configuration windows, add a CTI port device from the Device-Phone window by using the Device Wizard. The CTI port device name specifies the name of the corresponding `CiscoMediaTerminal` in JTAPI.
2. Add the new CTI port device, by using the User-Global Directory window, to the list of devices that the application controls by using the User window.

For more information, refer to the Cisco Unified Communications Manager Administration Guide.

Registration

After a media termination device is properly provisioned in Cisco Unified Communications Manager, the application may obtain a reference to the corresponding `CiscoMediaTerminal` object by using either the `Provider.getTerminal()` method or `CiscoProvider.getMediaTerminal()` method. The two methods differ in that the `CiscoProvider.getMediaTerminal()` method only returns `CiscoMediaTerminals`, whereas `Provider.getTerminal()` will return any terminal object that is associated with the provider, including those representing physical IP phones.

Use the `CiscoMediaTerminal.register()` method to notify Cisco Unified Communications Manager of the intent to terminate RTP streams of certain payload types. The `CiscoMediaTerminal.register()` method takes an IP address, a port number, and an array of `CiscoMediaCapability` objects that indicate the types of codecs that the application supports as well as codec-specific parameters.

The IP address and port indicate the address where the application can receive media streams. The following sample code demonstrates how to register a `CiscoMediaTerminal` and bind it to a local address, port number 1234:

```
CiscoMediaTerminal registerTerminal (Provider provider, String terminalName) {
    final int PORT_NUMBER = 1234;
    try {
        CiscoMediaTerminal terminal = provider.getTerminal (terminalName);
        CiscoMediaCapability [] caps = new CiscoMediaCapability [1];
        caps[0] = CiscoMediaCapability.G711_64K_30_MILLISECONDS;
        terminal.register (InetAddress.getLocalHost (), PORT_NUMBER, caps);
    }
    catch (Exception e) {
        return null;
    }
}
```

```

    }
}

```

For this sample code to work, ensure the specified provider is `IN_SERVICE`. Further, be aware that this code uses the constant `CiscoMediaCapability.G711_64K_30_MILLISECONDS`. This actually represents a static reference to a `CiscoG711MediaCapability` object that specifies a 30-millisecond maximum RTP packet size. The `CiscoMediaCapability` class predefines this and other common media formats.

To specify a media payload that is not listed in the `CiscoMediaCapability` class, two options exist. If the desired payload type is a simple variation of one of the existing subclasses of `CiscoMediaCapability`, you only need to construct a new instance of the subclass. For instance, if an application can support G.711 payloads with a 60-millisecond maximum RTP packet size, it can construct the `CiscoG711MediaCapability` object directly; including specifying 60 milliseconds in the constructor.

Alternatively, if no existing subclass of `CiscoMediaCapability` that matches the desired payload type exists, construct an instance of the `CiscoMediaCapability` class directly. The maximum packet size, for example, 30-milliseconds, represents the only other parameter that may be specified when a `CiscoMediaCapability` is constructed.

The following code illustrates registering a custom payload capability:

```

CiscoMediaTerminal registerTerminal (Provider provider, String terminalName) {
    final int PORT_NUMBER = 1234;
    try {
        CiscoMediaTerminal terminal = provider.getTerminal (terminalName);
        CiscoMediaCapability [] caps = new CiscoMediaCapability [1];
        caps[0] = new CiscoMediaCapability (
            RTPPayload.G728,
            30 // maximum packet size, in milliseconds
        );
        terminal.register (InetAddress.getLocalHost (), PORT_NUMBER, caps);
    }
    catch (Exception e) {
        return null;
    }
}

```

The payload type parameter that is used for constructing the `CiscoMediaCapability` object corresponds to the payload field in the RTP header. The `RTPPayload` interface defines a number of well-known payload types for this purpose.

Adding Observers

To receive events that indicate where and when to transmit and receive RTP data, place a `CiscoTerminalObserver` on the `CiscoMediaTerminal`. The `CiscoTerminalObserver` extends the standard JTAPI `TerminalObserver` interface without defining any new methods; it provides a marker interface that signals the application interest in receiving RTP events.



Note Because this is a `TerminalObserver`, not a `CallObserver`, it must get added by using the `Terminal.addObserver()` method, not the `Terminal.addCallObserver()` method.

Additionally, add a `CallControlCallObserver` to the `Address` object that is associated with the `CiscoMediaTerminal`. This guarantees that the application will get notified when calls are offered to the

CiscoMediaTerminal. Unlike regular IP phones, which automatically accept any offered call, CiscoMediaTerminals accept, disconnect (reject), or redirect any call that is offered to it. Because the CallCtlConnOfferedEv only gets presented to CallControlCallObservers that are placed on Address objects, not Terminal objects, the application places its CallControlCallObserver in the correct place.



Note Be sure to implement the CallControlCallObserver interface, not just the CallObserver interface; the CallCtlConnOfferedEv will not get delivered to observers that implement only the core CallObserver interface.

Accepting Calls

When an inbound call arrives at the CiscoMediaTerminal address, it must be accepted by using the CallControlConnection.accept() method before a terminal connection gets created. This process does not apply for outbound calls—the connection will occur in the CallControlConnection.ESTABLISHED state as soon as the call progresses beyond digit recognition. After the connection is accepted, answer the ringing terminal connection to start media flow. Assuming that Cisco Unified Communications Manager can match the capabilities that were registered with the capabilities of the calling endpoint, Cisco Unified Communications Manager sends the Media Flow events, so the application can begin transmitting and receiving RTP data.

Cisco Unified Communications Manager Media Endpoint Model

Endpoints represent the entities within the Cisco Unified Communications Solutions platform that terminate media, such as IP telephones and gateways. A call from one endpoint to another results in media flowing between the two endpoints. All endpoints in the Cisco Unified Communications Solutions platform transmit voice data by using real-time protocol (RTP). The Cisco Unified Communications Solutions telephones and gateways, for example, include built-in RTP stacks. Applications may also act as endpoints in a Cisco Unified Communications Solutions system; that is, they may terminate media. Because all Cisco Unified Communications Solutions endpoints use RTP, applications also must be able to transmit and receive RTP packets.

Payload and Parameter Negotiation

In addition to bearer data and payload, each RTP packet contains a header that helps endpoints to determine how to reassemble and decode a sequence of such packets into a media stream. RTP does not provide, however, a means for endpoints to negotiate which payload type to use for a particular stream: for example, audio data that is encoded by using the G.711 standard. Furthermore, RTP does not offer a means of negotiating unique payload type parameters such as the sampling rate of the encoded data or the number of samples that are to be transferred in each RTP packet. Instead, RTP usually gets used in conjunction with another protocol such as H.323, which specifies its own method for endpoints to negotiate these parameters. All such negotiation occurs prior to transmitting RTP packets between endpoints.

Cisco Unified Communications Manager, not the endpoints, has responsibility for selecting the payload and encoding parameters for RTP streams. The following five steps that are involved in a typical bidirectional audio telephone call apply:

- Initialization
- Payload Selection

- Receive Channel Allocation
- Starting Transmission and Reception
- Stopping Transmission and Reception

Initialization

Upon startup, each endpoint informs Cisco Unified Communications Manager of its media capabilities, that is, G.711, G.723, G.729a, and so on. Startup for an IP phone, for example, occurs when the phone is first turned on, or after it recontacts Cisco Unified Communications Manager after losing its former connection. The endpoint cannot express a preference for one payload type versus another, but it can specify certain parameters for each payload type, such as, packet size.

The capability list that the endpoint registers remains exclusive and immutable. If the endpoint specifies that it can support both G.711 and G.723, it implicitly declares that it cannot support G.729a. Moreover, the endpoint must disconnect from Cisco Unified Communications Manager and reinitialize to change the list of capabilities that it supports.

JTAPI applications perform this step by registering a `CiscoMediaTerminal` with Cisco Unified Communications Manager. The `CiscoMediaTerminal.register()` method allows applications to supply an array of media capability objects for registration with Cisco Unified Communications Manager. This step informs Cisco Unified Communications Manager that the application will act as the endpoint for all calls to or from a particular directory number, as determined by the device configuration in the Cisco Unified Communications Manager configuration.

Payload Selection

When a bidirectional media stream is about to be created between two endpoints, for instance, when a call is answered at an endpoint, Cisco Unified Communications Manager selects an appropriate payload type (codec) for the media stream. Cisco Unified Communications Manager compares the media capabilities of both endpoints that are involved in the call and selects the appropriate common payload type and payload parameters to use.

The basis for payload selection includes endpoint capabilities and location, although other criteria may get added to this selection logic in the future. Endpoints do not get dynamically involved in selecting payload types on a call-by-call basis.

Receive Channel Allocation

If Cisco Unified Communications Manager can find a common payload type for the RTP stream between the two endpoints, it requests that each endpoint create a logical “receive channel”; that is, a unique IP address and port at which the endpoint will receive RTP data for the call. Each endpoint returns an IP address and port to Cisco Unified Communications Manager in response to this request.

Currently, only IP phones and gateways perform this step. Cisco Unified Communications Manager requires JTAPI applications to specify a fixed IP address and port during initialization. Therefore, JTAPI applications cannot terminate more than one media stream simultaneously for the same endpoint. Applications that want to terminate multiple media streams must register multiple endpoints simultaneously.

If the endpoint does not respond to the open receive channel request quickly enough, Cisco Unified Communications Manager disconnects the call. Because JTAPI applications always supply an IP address

when CiscoMediaTerminals are registered, calls to application-controlled endpoints do not get disconnected for this reason. However, if Cisco Unified Communications Manager cannot find a common payload type between the two endpoints that are involved in the call, Cisco Unified Communications Manager disconnects the call.

Starting Transmission and Reception

After Cisco Unified Communications Manager receives channel information for both parties, it informs each endpoint of the codec parameters that it selected for the RTP stream and the destination address for the other endpoint. This information gets conveyed in two messages to each endpoint: a start transmission message and a start reception message.

JTAPI applications receive the CiscoRTPOutputStartedEv and CiscoRTPInputStartedEv events that contain all the codec parameters that are necessary for sending and receiving RTP data.

As a part of the QoS baselining effort in JTAPI, CiscoRTPOutputStartedEv provides the getPrecedenceValue() API to applications. CTI presents this value, The DSCP for Audio Calls to JTAPI. Using this value, applications can set the DSCP value for the media streams that they open.

Stopping Transmission and Reception

When the RTP stream must get interrupted because of a feature such as hold or disconnect, Cisco Unified Communications Manager requests that each endpoint stop its transmission and reception of RTP data. Just as when the media flow is started, the stop transmission and stop reception messages get sent separately.

JTAPI applications receive the CiscoRTPOutputStoppedEv and CiscoRTPInputStoppedEv.

Cisco Unified Communications Manager Server Failure

If a Cisco Unified Communications Manager server fails, the associated devices re-home to the next Cisco Unified Communications Manager server in the group. The prioritized list of Cisco Unified Communications Managers in the device pool information configuration for each device defines this process.

Failure of a Cisco Unified Communications Manager server only results in a partial outage of devices in the cluster. Those devices remain available following a successful Cisco Unified Communications Manager failover and registration with a secondary Cisco Unified Communications Manager.



Note

A device such as a Cisco Unified IP Phone 7960 fails over to a secondary Cisco Unified Communications Manager server only when no active calls exist on that device. The failure of a Cisco Unified Communications Manager server during a call results only in termination of observation of that device. The media path continues to exist but without any further call control features.

Cisco Unified JTAPI communicates this partial outage to applications by using CiscoAddrOutOfServiceEv and CiscoTermOutOfServiceEv events. When the Cisco Unified Communications Manager fails over, the device must successfully register to the secondary Cisco Unified Communications Manager before the device is available to the JTAPI applications. Cisco Unified JTAPI will send the CiscoAddrInServiceEv and CiscoTermInServiceEv events.

The Provider remains in service during this time. Devices on other Cisco Unified Communications Manager servers remain available for call control. The events get sent on callbacks of the respective Address or Terminal observer objects. `CiscoAddrOutOfServiceEv` and `CiscoAddrInServiceEv` events get sent to an object that is implementing the `AddressObserver` and get added to an Address by using the `addressChangedEvent()` callback object method. The `CiscoTermOutOfServiceEv` and `CiscoTermInServiceEv` events get sent to an object that is implementing the `TerminalObserver` interface and get added to a Terminal that is using the `terminalChangedEvent()` callback method.

If the devices are currently in a call, a `CallObservationEnded` message is sent on the `CallObserver` `callChangedEvent()` callback, followed by the `CiscoAddrOutOfServiceEv` and `CiscoTermOutOfServiceEv` messages.



Note Applications must monitor for and respond to the `CiscoAddrOutOfServiceEv`, `CiscoTermOutOfServiceEv`, `CiscoAddrInServiceEv`, and `CiscoTermInServiceEv` events before the calling call control functions on the address or terminal. Applications that do not support this action may encounter unexpected errors because the applications do not know the exact state of the system.

Cisco Unified IP 7931G Phone Interaction

You can configure Cisco Unified IP 7931G phones in two modes:

- NoRollOver
- RollOver (across the same DN or across different DNs)

When Cisco Unified IP 7931G phones are configured in NoRollOver mode, they operate like regular phones that are running SCCP, and in this mode transfers or conferences cannot occur across the different addresses. JTAPI will support controlling and monitoring of a 7931G phone when it is configured in NoRollOver mode.

In RollOver mode, Cisco Unified IP 7931G phones support transfer or conference across different addresses. In this mode, JTAPI does not allow controlling and monitoring of a Cisco Unified IP 7931G phone. Applications see such terminal/addresses as restricted. If a Cisco Unified IP 7931G phone is in the control list of an application user and the phone configuration changes from NoRollOver to RollOver mode, JTAPI sends a `CiscoAddrRestrictedEv` event for addresses on the Cisco Unified IP 7931G phone and sends a `CiscoTermRestrictedEv` for terminals, with cause `CiscoRestrictedEv.CAUSE_UNSUPPORTED_DEVICE_CONFIGURATION`.

However, if the phone configuration changes from RollOver to NoRollOver mode, JTAPI sends a `CiscoAddrActivatedEv` event for addresses on the Cisco Unified IP 7931G phone and sends a `CiscoTermActivatedEv` for terminals.

If a Cisco Unified IP 7931G phone that is configured in RollOver mode transfers or conferences to JTAPI-controlled addresses, JTAPI applications do not recognize a common controller in the final and the consult call. This would provide different behavior to the JTAPI application. Depending on how the JTAPI application is processing information that is provided in events, applications may require changes to handle JTAPI events for this transfer or conference scenario.

You can disable transfers and conferences across the line by configuring the Cisco Unified IP 7931G phone to NoRollOver mode through the phone configuration window of Cisco Unified Communications Manager Administration.

There are two new cause codes for the `CiscoRestrictedEv` interface. When the terminal or address is restricted because a Cisco Unified IP 7931G phone is configured in `RollOverMode`, JTAPI sends `CiscoAddrRestrictedEv` with cause `CiscoRestrictedEv.UNSUPPORTED_DEVICE_CONFIGURATION`. This release also introduces a default cause code `CAUSE_UNKNOWN`, which applications should handle.

Backward Compatibility

This feature is backward compatible. You can disable this feature by configuring all Cisco Unified IP 7931G phones in a cluster in `NoRollOver` mode or by not having any Cisco Unified IP 7931G phones in a Cisco Unified Communications Manager cluster. If any phone in a Cisco Unified Communications Manager cluster is configured with `RollOver` mode, it may cause changes to the behavior of JTAPI-controlled addresses and terminals.

For more information, see [CiscoRestrictedEv](#), on page 524.

Cisco Unified JTAPI Install Internationalization

Cisco Unified JTAPI supports multiple languages for the JTAPI installation and user preference UI. When JTAPI launches, you receive options for choosing languages for the installation. After choosing a language, further installation instructions display in the chosen language. The first option always specifies English. If certain phrases are missing in the locale language, the instructions default to English. See [Cisco Unified JTAPI Installation](#), on page 211 for more information.

Cisco VG248 and ATA 186 Analog Phone Gateways

Cisco Unified JTAPI supports control of analog phones that are connected to the Cisco VG248 and ATA 186 Analog Phone Gateways. By adding the Cisco VG248 and ATA 186 Analog Phone Gateways to the user-controlled list, applications can control the devices.

Applications receive events for the devices in a way similar to other IP phones. Applications can also initiate calls and invoke other features except answer Request through APIs. Make call works only when the device goes physically off hook.

Applications cannot answer calls from APIs for the devices. If an application attempts to answer () on `TerminalConnection` for the VG248 and ATA 186 Terminal, the system throws `PlatformException` with error `CiscoJtapiException.COMMAND_NOT_IMPLEMENTED_ON_DEVICE`. To answer calls, you must manually pick up the handset, and then you can invoke other call control features such as transfer, conference, blind transfer, and park from the API.

CiscoJtapiExceptions

Cisco Unified JTAPI notifies the application of CTI-generated error codes. These codes return when an exception or error occurs in the `CTIManager`. The CTI returned error code propagates to the application separately. The application can extract the error code by invoking `getErrorCode()` method on the exception object, can get CTI error code name by invoking `getErrorName()` method, and can get error description by invoking method `getErrorDescription()`.

The methods `getErrorName(int errorCode)` and `getErrorDescription(int errorCode)` deprecate and get removed in future releases. Cisco recommends that application users do not use these methods.

CiscoJtapiExceptions interface defines error codes in JTAPI.

When a PlatformException is thrown, it can be queried to get the error code, which can be compared to the following.

Errors

Problem Error Message CTIERR_LOGIN_FAILED_PWD_EXPIRED_USER_CAN_RESET

Possible Cause This value is a static definition that identifies an error code as a login failure due to an expired password. In addition, this error code lets the application know that the user can change their password.

Solution Try resetting the password.

Problem Error Message CTIERR_LOGIN_FAILED_PWD_EXPIRED_USER_CANNOT_RESET

Possible Cause Explanation This value is a static definition that identifies an error code as a login failure due to an expired password. In addition, this error code lets the application know that the user cannot change their password, and that an administrator will have to reactivate the account.

Solution Contact the administrator to reactivate the account.

Problem Error Message CTIERR_LOGIN_FAILED_ACCOUNT_LOCKED

Possible Cause This value is a static definition that identifies an error code as a login failure due to the user account being locked. This is a generic exception for the various types of account lockout. The applications are not informed the reason for the account lockout.

Solution Contact the administrator to unlock the account.

Problem Error Message CTIERR_RECORDING_INVOCATION_TYPE_NOT_MATCHING

Possible Cause This error code is returned when an application invokes a stopRecording() request and passes a method of recording other than the method that was specified when the recording was started.

Problem Error Message CTIERR_INVALID_REMOTE_DESTINATION_NUMBER

Possible Cause This error code is returned when an invalid remote destination number is entered.

Problem Error Message CTIERR_DUPLICATE_REMOTE_DESTINATION_NUMBER

Possible Cause This error code is returned when the same remote destination number is entered twice.

Problem Error Message CTIERR_REMOTEDESTINATION_LIMIT_EXCEEDED

Possible Cause This error code is returned when the number of remote destinations has exceeded the max number limit.

Problem Error Message CTIERR_REMOTE_DEVICE_REQUEST_FAILED_ACTIVE_RD_NOT_SET

Possible Cause This error code is returned when the active remote destination is not set.

Problem Error Message CTIERR_ENDUSER_NOT_ASSOCIATED_WITH_DEVICE

Possible Cause This error code is returned when the enduser is not associated with the device.

Problem Error Message CTIERR_DEVICE_ALREADY_REGISTERED_NONEXTEND

Possible Cause This error code is returned when the device registration failed due to the device already being registered in non-extend mode.

Problem Error Message CTIERR_MEDIA_ALREADY_TERMINATED_EXTEND

Possible Cause This error code is returned when the device registration failed due to the device already being registered in extend mode.

Problem Error Message CTIERR_INVALID_REMOTE_DESTINATION_NAME

Possible Cause This error code is returned when an invalid remote destination name is entered.

CiscoProvAuthenticationInfoEv

CiscoProvAuthenticationInfoEv code returns to notify the application that the password is about to expire or has already expired. The application should have Provider Observer onto the Provider object to receive this event.

If the application invokes a connection and it fails because of an expired password, it will receive a PlatformException with a newly defined error code. For more information, see [CiscoJtapiExceptions, on page 52](#).

In the case of a failover, the application will not explicitly request a connection, and will not receive a PlatformException. As the provider will already have an observer, it will deliver a CiscoProvAuthenticationInfoEv to it with `getDaysUntilPasswordExpiry() = CiscoProvAuthenticationInfoEv.PASSWORD_EXPIRED`.

CiscoRTPHandle Interface on Cisco RTP Events

The following interfaces are enhanced to allow applications to get a CiscoRTPHandle from the events:

- [CiscoRTPInputStartedEv, on page 563](#)
- [CiscoRTPInputStoppedEv, on page 565](#)
- [CiscoRTPOutputStartedEv, on page 571](#)
- [CiscoRTPOutputStoppedEv, on page 581](#)

CiscoRTPHandle represents the callID of the call in Cisco Unified Communications Manager and stays the same as long as the call is active on the terminal. At any particular terminal/address, although the call and the associated GCID can change, CiscoRTPHandle will remain constant.

Cisco Terminal Filter and ButtonPressedEvents

Prior to the JTAPI 2.0 release, Cisco Unified JTAPI applications did not have direct control over terminal events. Applications can now receive button pressed events by setting the appropriate filter in the terminal observer. Applications no longer need to add call observer to get RTP events.

When `setButtonPressedEv` gets enabled by using `CiscoTermEvFilter`, applications receive `CiscoTermButtonPressedEv` when a digit gets pressed on the phone.

The following new or changed interfaces exist for CiscoTerminal Filter and ButtonPressedEvents:

CiscoTerminal

void	<code>setFilter (CiscoTermEvFilter terminalEvFilter)</code> Allows an application to have more control over the events that get delivered to the TerminalObserver.
------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------

CiscoTermEvFilter

boolean	<code>getButtonPressedEnabled()</code> Gets the enable or disable status of the button-pressed events for the terminal. The default value specifies disabled.
boolean	<code>getDeviceDataEnabled()</code> Gets the enable or disable status of the device data events for the terminal. The default value specifies disabled.
boolean	<code>getRTPEventsEnabled()</code> Gets the enable or disable status of the RTP events for the terminal. The default value specifies disabled.
void	<code>setButtonPressedEnabled (boolean enabled)</code> Enables or disables the button pressed events for the terminal.
void	<code>setDeviceDataEnabled (boolean enabled)</code> Enables or disables the device data status events for the terminal.
void	<code>setRTPEventsEnabled (boolean enabled)</code> Enables or disables the RTP events for the terminal.

CiscoTermButtonPressedEv

int	<code>getButtonPressed ()</code>
-----	----------------------------------

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for CiscoTerminal Filter and ButtonPressedEvents, see [Message Sequence Charts, on page 765](#)

CiscoTermRegistrationfailed Event

This event gets provided to the application when CiscoMediaTerminal or CiscoRouteTerminal registration fails asynchronously. Usually when registration fails, the application gets a CiscoRegistrationFailedException; however, it is possible that the registration request was successful, but the CTI rejected the registration. This event is provided for the cases where the registration request is successful, but the registration gets rejected. The application should have TerminalObserver to receive this event. Upon receipt of this event, the applications should reregister with the new parameter, depending on the error code that is provided for this event.

The following list provides the errors that get returned and the actions to take, by the application, to resolve them.

Errors

Problem Error Message `CiscoTermRegistrationFailedEv.MEDIA_CAPABILITY_MISMATCH`

Possible Cause Registration cannot get done because the terminal is already registered. Do the second registration with the same media capability.

Solution Try re-registering with the same capability.

Problem Error Message `CiscoTermRegistrationFailedEv.MEDIA_ALREADY_TERMINATED_NONE`

Possible Cause Registration cannot get done because the terminal is already registered with media termination type 'none'.

Solution Try re-registering with media termination type 'none'.

Problem Error Message

`CiscoTermRegistrationFailedEv.MEDIA_ALREADY_TERMINATED_STATIC`

Possible Cause Registration cannot get done because the terminal is already registered with static media termination. For static registration, the second registration is not allowed.

Solution Wait until the terminal UnRegisters.

Problem Error Message

`CiscoTermRegistrationFailedEv.MEDIA_ALREADY_TERMINATED_DYNAMIC`

Possible Cause Registration cannot get done because the terminal is already registered with dynamic media termination.

Solution Try re-registering with dynamic media termination.

Problem Error Message `CiscoTermRegistrationFailedEv.OWNER_NOT_ALIVE`

Possible Cause When trying to register the terminal, registration gets in a race condition.

Solution Try re-registering the terminal.

The following interface is defined for this event:

```
int getErrorCode () //
```

Returns the errorCode for this exception

No changes exist in the message flow.

Cius Persistency

Wireless devices introduced by Cisco, for example the Cisco Cius, have the capability to move between WiFi networks and still retain their registration to a single CiscoUCM. However, due to the change in the network the IP address of the device might undergo a change. To indicate this change in IP address of wireless devices like Cius, Cisco JTAPI will expose a new interface to applications with the 9.0.1 release.

The new provider event - `CiscoProvTerminalIPAddressChangedEv`, will indicate that the IP address of the terminal has changed. Applications may choose to ignore this new event if they do not plan to support a Cius device.

On receiving this event, applications can query for the changed IP address of the terminal using the methods exposed in the new event or on the `CiscoTerminal`. This interface will also expose the IP addressing mode of the terminal, based on which IPv4/IPv6 address of the terminal can be queried.

Sample Code

```
public synchronized void providerChangedEvent( ProvEv[] eventList )
{
    try
    {
        for ( int i = 0; i < eventList.length; i++ )
        {
            case (eventList[i].getID()) ){
                switch:
                CiscoProvTerminalIPAddressChangedEv.ID:
                Terminal term = eventList[i]
                    .getTerminal();
                int ipAddrMode = eventList[i].getIPAddressingMode();
                InetAddr ipV4Addr = null;
                InetAddr ipV6Addr = null;
                if(ipAddrMode = CiscoTerminal.IP_ADDRESSING_MODE_IPv4)
                {
                    ipV4Addr = eventList[i].getIPv4Address();
                }
                else if(ipAddrMode = CiscoTerminal.IP_ADDRESSING_MODE_IPv6)
                {
                    ipV6Addr = eventList[i].getIPV6Address();
                }
                System.out.println(" TerminalName = " + term.getName() +
                    " ipAddressing Mode = " + ipAddrMode +
                    " IPv4 Address = " + ipV4Addr +
                    " IPv6 Address = " + ipV6Address);
            }
        }
    }
    catch (exception e)
    {
        ...
    }
}
```

Interface Changes

See [CiscoProvTerminalIPAddressChangedEv](#), on page 496 for more information.

Message Sequences

See [Cius Persistency](#), on page 803.

Backward Compatibility

This feature is backward compatible.

Clear Calls

Cisco Unified JTAPI applications can clear phantom calls without dropping active calls. The CiscoAddress provides a clearCallConnections message to allow applications to clear the calls when no active calls exist on the Cisco Unified Communications Manager (formerly Cisco Unified Call Manager).

Click to Conference

Click to conference feature provides interfaces on SIP trunk for applications such as Instant Messenger (IM) to add parties to a conference. Users can add other parties to a conference or remove parties by using such applications. When click to conference is used to add a party to conference, a call is offered to the target address. Only one connection for target address is created on this initial call. This call then gets added to conference which results in a new callID for the call on the target address and connections for other addresses in the call are created on the new call.

This section describes the interface changes in Cisco Unified JTAPI to handle the interactions when an address is added to a conference by using click to conference feature. When click to conference feature is used, consult call does not occur and Cisco Unified JTAPI applications do not receive CiscoConferenceStartEv or CiscoConferenceEndEv.

The feature can be disabled by turning off the “ENABLE CLICK TO CONFERENCE” CallManager service parameter.

Interface Changes

[CiscoFeatureReason](#), on page 416

Message Sequences

[Click to Conference](#), on page 1144

Backward Compatibility

This feature is backward compatible. No change in Cisco Unified JTAPI applications when this feature is not configured or used.

Cluster Abstraction

The CTIManager provides a virtual representation of all the Cisco Unified Communications Managers in a cluster. Cisco Unified JTAPI applications communicate with the CTIManager instead of with a specific Cisco Unified Communications Managers. The CTIManager also maintains connection between Cisco Unified Communications Managers in a cluster. This allows a provider to represent any devices in the cluster under the CTIManager. [Figure 4: Single-Box Configuration with JTAPI, Cisco Unified Communications Manager, and CTIManager in One Box, on page 59](#) illustrates “[Figure 4: Single-Box Configuration with JTAPI, Cisco Unified Communications Manager, and CTIManager in One Box, on page 59.](#)” [Figure 5: Redundant Cisco Unified Communications Manager and CTIManagers with JTAPI Deployed as a Separate Client, on page 59](#) illustrates “[Figure 5: Redundant Cisco Unified Communications Manager and CTIManagers with JTAPI Deployed as a Separate Client, on page 59.](#)”

For more details about the cluster administration and device pool settings, refer to the Cisco Unified Communications Manager help information.

Figure 4: Single-Box Configuration with JTAPI, Cisco Unified Communications Manager, and CTIManager in One Box

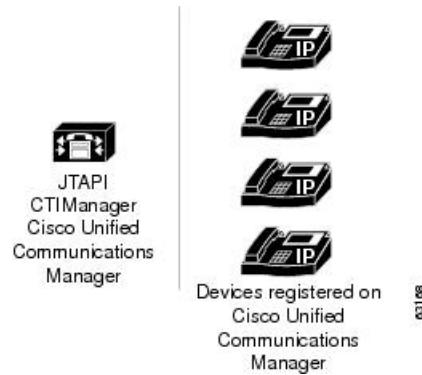
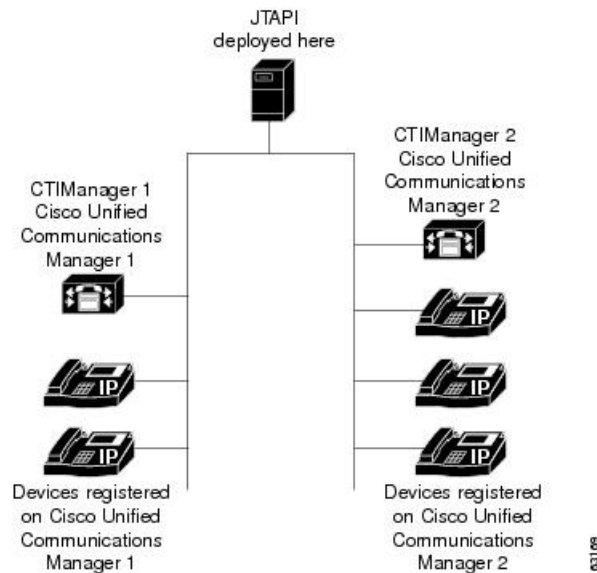


Figure 5: Redundant Cisco Unified Communications Manager and CTIManagers with JTAPI Deployed as a Separate Client



Note In previous releases of Cisco Unified Communications Manager, applications that are running on Cisco Unified JTAPI could only control or monitor devices that are registered under a single Cisco Unified Communications Manager. If a Cisco Unified Communications Manager server went down, the connection between the Cisco Unified Communications Manager server and JTAPI would terminate and the Provider would shut down.

Command Line Invocation

This mode helps to install JTAPI in systems that do not have GUI support (for example, a Linux account). The entire installation procedure is guided by a character input based menu, where the user is asked to provide

a series of inputs, based on the install time conditions. This mode also provides all the other options provided by the GUI based installer.

Component Updater

The Component Updater interface is enhanced to allow applications to specify the location of updater log. Currently the updater log is created in the same directory as the application. This enhancement allows applications to specify the trace location.

Interface Changes

See [ComponentUpdater](#), on page 676

Message Sequences

See [ComponentUpdater Enhancement Use Cases](#), on page 1309

Backward Compatibility

This feature is backward compatible.

Conference

When you conference two calls together, JTAPI specifies that all the parties from one call be moved to the other call. The call whose parties are moved away and that subsequently becomes invalid gets identified as the “merged” or “consult” call. The call to which the merged parties move gets identified as the “final” call hereafter. When parties move from the merged call to the final call, the application receives events that indicate that all parties dropped from the merged call and events that indicate that the parties reappeared on the final call.

To correlate the newly created connection objects with the old connection objects, use the `CiscoConnection.getConnectionID()` method to obtain `CiscoConnectionID` objects for all old connections and all new connections. Matching connections will have identical `CiscoConnectionID` objects when you compare them by using the `CiscoConnectionID.equals()` method.

Conference support exists for the following methods:

- `javax.telephony.callcontrol.CallControlCall.conference(Call)`
- `javax.telephony.callcontrol.CallControlCall.getConferenceController()`
- `javax.telephony.callcontrol.CallControlCall.getConferenceEnable()`
- `javax.telephony.callcontrol.CallControlCall.setConferenceController(TerminalConnection)`
- `javax.telephony.callcontrol.CallControlCall.setConferenceEnable(boolean)`



Note As of Cisco Unified Communications Manager Release 8.6, Cisco TelePresence MCU conference bridges are supported through JTAPI/TSP. From a JTAPI/TSP perspective, this conference bridge behaves in the same way as other supported conference bridges.

Cisco Extensions

Cisco Unified JTAPI implementation provides two extra events that signal the Start and End of Conference: `CiscoConferenceStartEv` and `CiscoConferenceEndEv`. These events get sent when Conference initiates and when it completes. They give handles to the final call, the merged conference (consult) call, and the two controlling `TerminalConnections` (in HELD and TALKING state).

CiscoConferenceStartEv

This event gets sent when `call1.conference(call2)` is invoked or if the Conference button is pressed for the second time on an IP phone. The `ConferenceStartEv` signifies the start of the merging process. A sequence of merging events that are reflected by the Conference process in Cisco Unified Communications Manager follows.

CiscoConferenceEndEv

This event gets sent at the end of the merge process after a `ConferenceStartEv` is sent. It signifies the completion of the merge of the Consult (or Merged) call into the Final Conference Call. The Merged call specifies an INVALID state, and an `ObservationEndedEv` gets sent for the call observer.

CiscoCall.setConferenceEnable()

The Cisco Unified JTAPI implementation uses the `CiscoCall.setConferenceEnable()` and the `CiscoCall.setTransferEnable()` methods to control whether the consult call will be initiated via the conference or the transfer feature. If none of the features is enabled explicitly, transfer gets used by default.

Conference Scenarios

The following scenarios describe the two typical types of conference that can be invoked.

Consult Conference; B as the Conference Controller

The following sequence of steps typically describes this scenario:

- A calls B (Call 1).
- B answers.
- B Consults C (Call 2).
`setConferenceEnable()`
`call2.consult(tc, C)`
- C answers.
- B Completes Conference.
`Call1.conference(Call2)`



Note You must invoke the `conference()` method on the original call to complete a conference after a consultation. Invoking `conference` in the consult call object throws an exception.

Arbitrary Conference; B as the Conference Controller

The following sequence of steps typically describe this scenario:

- A calls B (Call 1).
- B answers.
- B places the call on hold.
- B calls C (Call 2).
- C answers.
- B Completes Conference.

`Call1.conference(Call2)` or

`Call2.conference(Call1)`

Conference Events

This table provides the sequence of Core, Call control, and Cisco Extension events when `Call1.Conference(Call2)` is called:

Table 1: Sequence of Events

Meta Event Cause	Call	Event	Fields
META_UNKNOWN	Call1	CiscoConferenceStartEv	consultCall = Call2finalCall = Call1conference Controller = TermConnB
META_CALL_MERGING	Call1	CallCtlTermConnTalkingEv B	
META_CALL_MERGING	Call1	ConnCreatedEv C ConnConnectedEv C CallCtlConnEstablishedEv C TermConnCreatedEv C TermConnActiveEv C CallCtlTermConnTalkingEv C	
META_CALL_MERGING	Call2	TermConnDroppedEv B CallCtlTermConnDroppedEv B ConnDisconnectedEv B CallCtlConnDisconnectedEv B	
META_CALL_MERGING	Call2	TermConnDroppedEv C CallCtlTermConnDroppedEv C ConnDisconnectedEv C CallCtlConnDisconnectedEv C CallInvalidEv C	consultCall = Call2finalCall = Call1conferenceController = TermConnB
META_UNKNOWN	Call2	CallObservationEndedEv	
META_UNKNOWN	Call1	CiscoConferenceEndEv	

Transfer and Conference Enhancement

All parties who are involved in the call transfer get sent `CiscoTransferStartEv` and `CiscoTransferEndEv`. All parties who are involved in the call conference get sent `CiscoConferenceStartEv` and `CiscoConferenceEndEv`. A call transfer still generates two events—the dropping of a connection to the first call and the creation of a connection to the second call. Cisco Unified Communications Manager Release 3.1 changed this order of events. Connections first get created in the final call and then get dropped in the consult call.



Note In Cisco Unified Communications Manager Release 3.0, not all parties who are involved in the transfer of calls received these events



Note Applications should not rely on the order of events between `CiscoTransferStartEv` and `CiscoTransferEndEv` or between `CiscoConferenceStartEv` and `CiscoConferenceEndEv` for transferring and conferencing when porting applications from Cisco Unified Communications Manager Release 3.0 to 3.1.

Conference and Join

The Conference Feature provides the ability to conference more than two people into a single call. Events at CTI layer change, and Cisco Unified JTAPI gets enhanced to support the new CTI events.

Join Feature provides the ability to join multiple calls into one single conference call. This functionality now supports multiple calls. Applications need to pass an array of calls to be conferenced together.

The following new or changed interfaces exist for conference and joining of multiple calls into one conference call:

- The following interface allows Join to conference multiple calls into one conference call:

```
Call.Conference(Call[] otherCalls)
```



Note A precondition requires that all the otherCalls must have controller as one leg of the call.

- The following new or modified interfaces exist in `CiscoConferenceStartEv`:
 - `TerminalConnection` `getHeldConferenceController()`—This interface proves useful only for the arbitrary conferencing of two calls and returns only one of the held calls.
 - `TerminalConnection[]` `getHeldConferenceControllers()`—This interface gets all of the held calls when multiple calls are joined.
 - `TerminalConnection` `getTalkingConferenceController()`—This interface returns the talking conference controller; however, if no talking conference controller exists when all the calls that are being joined into conference are held, this interface returns null.

- Call `getConferencedCall()`—This interface returns only one of the many calls that are going to join into a conference and may not have any meaning for a join conference when more than two calls exist.

- New interface in `CiscoConferenceEnded` event `Boolean isSuccess()`:

This interface returns true or false depending on whether conference is successful or failed. Application can use interface to find whether conference is successful. The following events get defined as conference failure:

- If the application issues the request `Call.conference(otherCalls[])`, this conference would be considered failed if one or more than one calls could join into conference. Applications can use the interface `getFailedCalls()` to find the failed call.
 - If no conference bridge is available and the conference could not complete at all, the application can use `getFailedCalls()` to get a list of calls that could not join the conference.
 - A party that was being conferenced dropped out before conference could complete.
- An interface on the `CiscoConferenceEnded` event (`Call[] getFailedCalls()`) gets all the calls that failed to join the conference when the conference fails.

The following new or changed behaviors exist for Conference:

- No hold or unHold message such as applications see when an arbitrary conference occurs.
- An arbitrary conference does not require, as a precondition, that any calls be in a talking state; however, all the otherCalls must have a controller as one leg of the call.
- Applications can conference two or more held calls into a conference call. In `finalCall`, the controller automatically gets retrieved to a talking state.
- Always include an active call in the request `Call.Conference(otherCalls)`. If an active call is not included in the conference request, the request fails.
- If no active call exists at the controller, the `Call.Conference(otherCalls)` request remains successful; however, if one active call exists, it the request must include it.
- If the application does not have an active `TerminalConnection` that is passed as an argument, `Call.consult()` throws a `PreConditionException/InvalidArgumentException`.
- If the controller does not have an active `TerminalConnection`, `Call.Conference()/Call.Conference(Call[])` throws a `PreConditionException/InvalidArgumentException`.

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for conference and join, see [Message Sequence Charts, on page 765](#)

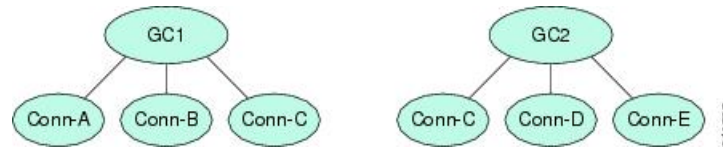
Conference Chaining

The conference chaining feature lets applications join two separate conference calls together. JTAPI applications see chained conference calls that are represented as two separate calls. When conference calls are chained, JTAPI creates a new connection for the conference chain and provides the `CiscoConferenceChainAddedEv` event on `CallCtlCallObserver`. When the conference chain is removed from the call, JTAPI disconnects the conference chain connection and provides the `CiscoConferenceChainRemovedEv` event on `CallCtlCallObserver`.

From `CiscoConferenceChainAdded/RemovedEv`, applications can obtain `CiscoConferenceChain`, which provides a link for all the conference chain connections.

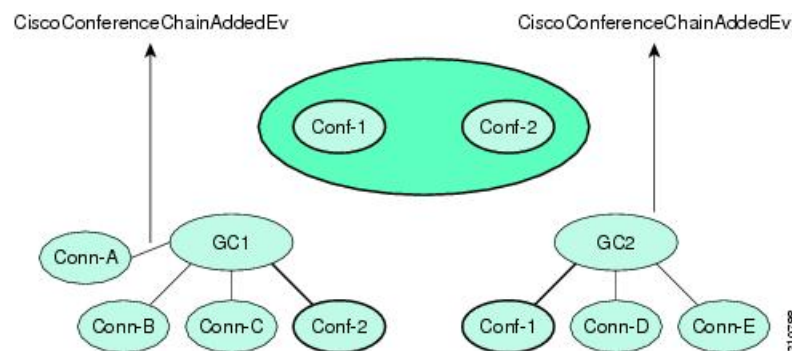
The following figure shows parties A, B, and C in conference call GC1 and parties C, D, and E in conference call GC2.

Figure 6: Calls Prior to Chaining



After the conference chain is created, the calls will look like the following figure.

Figure 7: Calls After Chaining



Applications may get all the participants of a chained conference from the `CiscoChainedConference` object, which provides conference chain connections from all the conference calls that are chained together. By browsing through the connections list, applications can get a list of all the chained conference calls; however, applications must have at least one participant of each conference that is observed.



Note For any conference scenario that involves chaining conferences or adding parties to a chained conference call, JTAPI will not provide `ConferenceStarted/Ended` event.

For more information, see the following topics:

- [CiscoCall](#), on page 340 (for the `getConferenceChain()` interface)
- [CiscoConferenceChain](#), on page 379
- [CiscoConferenceChainAddedEv](#), on page 380
- [CiscoConferenceChainRemovedEv](#), on page 383

Consult Without Media

Applications can inform Cisco Unified Communications Manager that a consultation call for a transfer is being placed without establishing the media path. The system does not require establishing the media path for the intermediate call, if the consultation call is being placed to determine whether an agent is available

before the actual transfer. The `consultWithoutMedia` method as defined in the `CiscoConsultCall` interface creates a consultation call without establishing the media path.

**Note**

The system allows only transferring of the consultation call; it does not allow the call to be in conference.

CTI Ports

CTI Ports that are registered by an application include a mechanism similar to phone devices. When the Cisco Unified Communications Manager that is handling signaling for a CTIPort fails, the CTIManager recovers its services according to the device pool administration for this device. On a CTIManager failure, Cisco Unified JTAPI reregisters the CTI Port after it connects to the backup CTIManager. The `CiscoAddrOutOfServiceEv` and `CiscoTermOutOfServiceEv` events and the corresponding in-service events get sent after recovery of the CTI Port.

The application controls media streaming for these devices, and streaming continues even when the port is out of service. The application has responsibility to ensure that new calls do not get presented to the device until it is ready to accept them.

CTI RoutePoints

On a Cisco Unified Communications Manager server failure, the CTIManager recovers the device from the Cisco Unified Communications Manager server group as defined in the device pool administration for the CTI RoutePoint. When the primary Cisco Unified Communications Manager server recovers, the CTIManager attempts to recover the device on its primary Cisco Unified Communications Manager. This re-homing happens when no more calls exist on the device (similar to physical devices).

On a CTIManager failure, Cisco Unified JTAPI recovers the device on the backup CTIManager. The application receives notification of the availability of a device with the `CiscoAddrOutOfServiceEv` and `CiscoAddrInServiceEv` events.

CTI Remote Device for JTAPI

Changes in personal device preferences and an increasing number of mobile and remote workers necessitates a more flexible Unified Communications solution that extends UC features with a Bring Your Own Device philosophy. Extend and Connect addresses this change.

Extend and Connect is a feature that allows administrators to rapidly deploy Unified Communications (UC) Computer Telephony Integration (CTI) applications which interoperate with any endpoint. Extend and Connect lets users leverage the benefits of UC applications from any location using any device. This feature allows interoperability between newer UC solutions and legacy systems, so customers can migrate over time as existing hardware is deprecated.

For more information, please refer to the *Cisco Unified Communications Manager Features & Services guide*.

Interface Changes

See [CiscoRemoteDestinationInfo](#), on page 519, [CiscoProvTerminalRemoteDestinationChangedEv](#), on page 516, [CiscoProvider](#), on page 500, [CiscoTerminalProtocol](#), on page 649.

Message Sequences

See [CTI Remote Device](#), on page 810.

Backward Compatibility

This feature is backward compatible.

Play Announcement

Play Announcement allows a specified preconfigured announcement to be played or streamed to a remote destination. Only announcements that are uploaded to the Cisco Unified Communications Manager can be played. All announcement requirements and limitations are applicable to Play Announcement. As part of this feature, new JTAPI APIs, events, and error codes are added.

Only CTI Remote Devices with a persistent call support play announcement. Play announcement is not supported on IP phones or CTI ports. Cisco recommends that the persistent call plays an announcement when answered. Announcements can be played on persistent calls even without customer calls. However, if there are customer calls incoming to the remote device, announcements are played only when that call is not in a connected state. Multiple announcements cannot be played at the same time. No features (transfer, conference, hold) can be performed on the announcement call.

The following are required for the application to play the announcement: at least one remote destination must be configured, the active remote destination must be set, and a persistent call must be created.

JTAPI supports a new API, `CiscoCall.startAnnouncement()`, which allows applications to start to play an announcement. This API creates an announcement call. This newly created announcement call counts toward both the busy trigger and maximum calls limit. JTAPI APIs such as `Provider.getCalls()`, `Address.getConnections()`, and `Terminal.getTerminalConnections()` return information for the announcement call.

No new APIs are added to disconnect/drop the announcement calls. Use Existing `Call.drop()` and `Connection.disconnect()` JTAPI APIs to disconnect the announcement calls. In addition to the APIs that explicitly end the announcement call, the announcement call is also automatically disconnected after the announcement is complete. Any state change in the announcement call stops the announcement, and also disconnect the announcement call. For example, if there is an incoming customer call in ringing state and the announcement is still being played, after the customer call is answered, the announcement call is disconnected.

As a part of this feature, new JTAPI events are introduced. The `CiscoAnnouncementStartedEv` is a new JTAPI event that is delivered to applications, notifying applications when the play announcement starts. To notify applications when the play announcement has ended, another new JTAPI event, the `CiscoAnnouncementEndedEv`, is delivered to apps. If during any time, an error occurs during play announcement, a new JTAPI event delivers that information to apps as well: `CiscoAnnouncementErrorEv`.

Some of the new JTAPI error codes that are introduced as part of this feature include:

- `CiscoJtapiException.CTIERR_NO_PERSISTENT_CALL_EXISTS`: This error codes indicates that no persistent call exists.
- `iscoJtapiException.CTIERR_ANNOUNCEMENT_ALREADY_IN_PROGRESS`: This error code indicates that there is already an announcement in progress.

- `CiscoJtapiException.CTIERR_ERROR_PLAYING_ANNOUNCEMENT`: This error code indicates that there is an error in playing the announcement.
- `CiscoJtapiException.CTIERR_PLAY_ANNOUNCEMENT_FAILED`: This error code indicates that play announcement failed.

Interface Changes

- [CiscoAddress](#), on page 297
- [CiscoAnnouncementStartedEv](#), on page 336
- [CiscoAnnouncementEndedEv](#), on page 336
- [CiscoAnnouncementErrorEv](#), on page 337
- [CiscoFeatureReason](#), on page 416

Message Sequences

See [Play Announcement](#), on page 1458.

Backward Compatibility

This feature is backward compatible and existing applications are not affected by its introduction.

Verify Remote Destination Support

In Cisco Unified Communications Manager 10.0(1), the existing `CiscoRemoteTerminal.addRemoteDestination()`, `CiscoRemoteTerminal.updateRemoteDestination()`, and `CiscoRemoteTerminal.updateRemoteDestinationNumber()` APIs are enhanced to allow validation of the remote destination. As part of this feature, when an application attempts to add or update a remote destination using JTAPI API, Cisco JTAPI validates the remote destination to determine whether the destination is reachable. If the destination is not reachable, the add or update remote destination request returns an error of `CiscoJtapiException.CTIERR_EXTEND_AND_CONNECT_DESTINATION_NOT_REACHABLE`. The remote destination is then not updated in the database. A successful update is possible only if the remote destination is reachable, and the database is then updated with the remote destination number. The verification of the remote destination in the update applies only when the JTAPI API is invoked. Adding or updating the remote destination information through the `ccmadmin` page does not result in the verification of the remote destination. No new APIs are added as part of this feature. A new error is introduced.

Interface Changes

[CiscoJtapiException](#), on page 424

Message Sequences

[Verify Remote Destination Support](#), on page 1554

Backward Compatibility

This feature is backward compatible and existing applications are not affected by this enhancement.

NuRD (Number Matching for Remote Destination) Support

Starting in Cisco Unified Communications Manager 10.0(1), the existing “Cisco Extend and Connect” feature is enhanced to include number matching for remote destination support. When users make a direct call to a number that is configured as a remote destination for CTI Remote Device (CTI RD), and if that remote destination is active, the call is offered on the CTI Remote Device and extended to the remote destination. From the application, the current called party is the CTI RD. If the active remote destination is not set, when users call a remote destination number, the call will be a direct call between the caller and the remote destination. The same situation applies to a call from a remote destination to an enterprise dial number. If the remote destination is active, the CTI RD is initiating the call to the enterprise dial number. If the active remote destination is not set, calls from a remote destination to an enterprise dial number are direct calls between the remote destination and the enterprise dial number.

For those calls from and to a remote destination number, all existing features that are allowed on CTI RD are available.

Interface Changes

There are no interface changes for this feature.

Usage Cases

[Use Cases for NuRD \(Number Matching for Remote Destination\), on page 1409](#)

Backward Compatibility

This feature may change existing expected behavior in direct calls to and from remote destination numbers. Applications that do not leverage this NuRD feature keep the clusterwide service parameter “Reroute Remote Destination Calls to Enterprise Number” set to False. Enabling the parameter enables the NuRD features. This parameter is set to False by default.

Mobility Interaction Support

Starting in Cisco Unified Communications Manager 10.0(1), the existing “Cisco Extend and Connect” feature is extended to include mobility interaction. Users can now specify remote destinations that are shared between the CTI Remote Device (CTI RD) and the Remote Destination Profile (RDP). When both the CTI RD and the RDP are configured for the same user, and if the application is active (active rd is set), CTI RD will process the call first and then offer the call to the RDP. If the application is not active, the RDP processes the call first and does not offer the call to the CTI RD. When only CTI RD is configured for a user, the existing “Cisco Extend and Connect” feature behavior with remote destinations remains unchanged. When only RDP is configured for a user, there is no application support because the devices are not CTI controllable.

Interface Changes

There are no interface changes for this feature.

Usage Cases

[Mobility Interaction Support, on page 1355](#)

Backward Compatibility

This feature is backward compatible and existing applications are not affected by the enhancement.

CTI RD Call Forward

Beginning in Release 10.0(1), CTI RD Call Forward provides applications with the ability to control when incoming calls are forwarded to all configured Remote Destinations on the CTI Remote Device, when no active remote destination is set.

A new check box **Route calls to all remote destinations when client is not connected**, is added to the Cisco Unified Communications Manager device page. The check box determines whether calls are routed to all remote destinations when active remote destination is not set.

When the check box, **Route calls to all remote destinations when client is not connected** is enabled, and Active Remote Destination is not set, the call is routed to all remote destinations. If this check box is disabled, and Active Remote Destination is not set, the call will be disconnected with User_Busy error.

In scenarios where Active Remote Destination is set, the call will be always routed to the Active Remote Destination even if the check box **Route calls to all remote destinations when client is not connected** is selected.

Interface Changes

There are no interface changes for this feature.

Use Cases

[CTI RD Call Forward, on page 883](#)

Backward Compatibility

Applications should enable the check box **Route calls to all remote destinations when client is not connected** to maintain the old behavior.

CTI Video Support

The CTI Video Support feature allows the JTAPI Application to detect the multimedia capabilities of Line Devices; such as receiving video, sending video and both receiving and sending video. Cisco JTAPI provides the applications with the ability to expose the video capabilities of a terminal through the enhancement CTI Video Support. CTI applications can differentiate a video-enabled device from a non video-enabled device, and, a video call from an audio only call.

Cisco JTAPI provides a new API, `getCiscoMultiMediaCapabilityInfo()` on the `CiscoTerminal` to expose the multimedia capabilities of the device. Cisco JTAPI exposes the multimedia capabilities of the terminal after the device is in registered state. The multimedia capabilities of the terminal include:

- video capability (either none or video enabled),
- telepresence interoperability (either none or telepresence interoperability enabled on the device), and,
- screen count (to know the number of screens available on device).

The multimedia capabilities are exposed on a new interface `CiscoMultiMediaCapabilityInfo`, which has the following APIs to expose these capabilities.

- `getVideoCapability()`,

- `getTelepresenceInfo()`, and,
- `getScreenCount()`.

The following APIs on the `CiscoCall` are used by the application to determine the calling party or called party multimedia capability prior to media setup.

- `getCallingTerminalMultiMediaCapabilityInfo()`—of the calling party in a call
- `getCalledTerminalMultiMediaCapabilityInfo()`—of the called party in a call

When the video capability of the terminal changes, a new Cisco JTAPI event, `CiscoProvTerminalMultiMediaCapabilityChangedEv`, notifies the application. This event is a JTAPI provider event, and is delivered when the application adds a Provider Observer. The terminal must be in registered state, to receive this event. Plugging in or plugging out the Cisco camera will not affect the video capability status, therefore, the event will not be triggered. However, you can modify the video capability using the Cisco UCM Administration Interface > Device Configuration page.



Note The initial video capability API on `CiscoTerminal` is not supported for CTI Route Points and CTI Ports; however, they can receive the video information of the calling party.

The following devices supports the CTI Video feature:

- 89xx (SIP only)
- 99xx
- E20
- EX60/90
- CTS 500
- CTS 500-32
- Jabber(CSF)
- CTI RoutePoint
- CTI Port

Interface Changes

See the following sections for interface changes:

- [CiscoCall](#), on page 340
- [CiscoMultiMediaCapabilityInfo](#), on page 476
- [CiscoProvTerminalMultiMediaCapabilityChangedEv](#), on page 497
- [CiscoTerminal](#), on page 623

Message Sequences

See [CTI Video Support](#), on page 892.

Backward Compatibility

This feature is backward compatible.

Default CTI IP Addressing for Devices

A new CTIManager service parameter, **IP Addressing Mode for Devices**, has been added that allows you to configure the default CTI IP addressing mode for a device that does not have an associated Common Device Configuration.

When an application invokes the `CiscoTerminal.getIPAddressingMode()` method for a device that does not have a Common Device Configuration, JTAPI returns the value of the service parameter. The default setting for the new service parameter is **IPv4 and IPv6**. JTAPI communicates the value via `CiscoTerminal.IP_ADDRESSING_MODE_IPV4_V6`.



Note For an individual CTI device, if that device has an associated Common Device Configuration, the IP Addressing Mode setting in the Common Device Configuration overrides the value of the **IP Addressing Mode for Devices** service parameter.

DeleteCall

DeleteCall interface provides applications with the ability to delete a call that was created by using the createCall interface. This method accepts a call and throws an `InvalidStateException` if a provider is not in service or if the call is not in the IDLE state. DeleteCall moves the call to the INVALID state.

The following interface gets added to `CiscoProvider`:

```
{ public void deleteCall( Call call ) throws InvalidStateException;
}
```

Applications can use this interface to delete the call that was created by using createCall interface. This method accepts a call and throws an `InvalidStateException` if the provider is not in service or if the call is not in the IDLE state. DeleteCall moves the call to the INVALID state.

To successfully delete a call, the application creates the call by using createCall, and the call should be in the IDLE state.

Device Recovery

Cisco Unified JTAPI supports automatic device recovery.

Device Recovery for Phones

For devices such as the Cisco Unified IP Phone 7960, the re-homing feature represents part of the device firmware. On a primary Cisco Unified Communications Manager failure, the phone attempts to connect to the backup Cisco Unified Communications Manager when it is no longer on a call. This transition gets communicated to applications in the form of out-of-service and in-service events described in [CTIManager Failure, on page 147](#).

For virtual devices with no firmware such as CTI Ports and CTI RoutePoints, the CTIManager or Cisco Unified JTAPI performs the failover.

Device State Server

The Device State server provides the cumulative state of all the addresses on a terminal. These events are delivered as TerminalEvent. Applications need to add TerminalObserver to get these events.

The states follow:

- **IDLE**—If no calls exist on any of the addresses on the terminal, consider the DeviceState as IDLE, and Cisco Unified JTAPI sends CiscoTermDeviceStateIdleEv to applications.
- **ACTIVE**—If any addresses on the terminal have an outgoing call (in CTI State Dialtone, Dialing, Proceeding, Ringback, or Connected) or an incoming call (in CTI State Connected), the consider DeviceState as ACTIVE, and Cisco Unified JTAPI sends CiscoTermDeviceStateActiveEv to the application.
- **ALERTING**—If address on the terminal has an outgoing call (in CTI State Dialtone, Dialing, Proceeding, Ringback, or Connected) or an incoming call (in CTI State Connected) and at least one of the addresses on the terminal has an unanswered incoming call (in CTI State Offering, Accepted, or Tinging), the DeviceState is ALERTING, and Cisco Unified JTAPI sends CiscoTermDeviceStateAlertingEv to the application.
- **HELD**—If all the calls on any of the address on the terminal are held (in CTI State OnHold), the DeviceState is HELD and Cisco Unified JTAPI sends CiscoTermDeviceStateHeldEv to the application.

New Events

- CiscoTermDeviceDeviceStateIdleEv
- CiscoTermDeviceStateActiveEv
- CiscoTermDeviceStateAlertingEv
- CiscoTermDeviceStateHeldEv

New and Changed Interfaces

public int getDeviceState() returns the device state of the terminal.

The following new interfaces on CiscoTermEvFilter set and get the device state:

void	<code>setDevideStateActiveEvFilter(boolean filterValue)</code> Enables and disables the <code>CiscoTermDeviceStateActiveEv</code> filter. The default value is disable.
void	<code>setDeviceStateAlertingEvFilter(boolean filterValue)</code> Enables and disables the <code>CiscoTermDeviceAlertingEv</code> filter. The default value is disable.
void	<code>setDeviceStateHeldEvFilter(boolean filterValue)</code> Enables and disables the <code>CiscoTermDeviceHeldEv</code> filter. The default value is disable.
void	<code>setDeviceStateIdleEvFilter(boolean filterValue)</code> Enables and disables the <code>CiscoTermDeviceIdleEv</code> filter. The default value is disable.
boolean	<code>getDeviceStateActiveEvFilter()</code> Gets the <code>CiscoTermDeviceStateActiveEv</code> filter status.
boolean	<code>getDeviceStateAlertingEvFilter()</code> Gets the <code>CiscoTermDeviceStateAlertingEv</code> filter status.
boolean	<code>getDeviceStateActiveEvFilter()</code> Gets the <code>CiscoTermDeviceStateAlertingEv</code> filter status.
boolean	<code>getDeviceStateActiveEvFilter()</code> Gets the <code>CiscoTermDeviceStateAlertingEv</code> filter status.

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#)

Direct Transfer Across Lines

The Direct Transfer Across Lines feature allows support for connected transfer across lines. It allows two calls on different addresses of the same terminal to be transferred though the Transfer softkey on the phone or by using the `transfer()` API that is provided by Cisco Unified JTAPI. When a transfer is performed across lines, the JTAPI application behavior changes, as applications do not see a common controller address in final and consult calls. There is no change in the API and the same events are delivered whether calls are transferred on the same address (regular transfer) or across addresses (direct transfer across lines). This feature is supported on all supported phones, including CTI port, SCCP devices and SIP devices.

If an observer is not added to either of the two addresses from which the direct transfer is being attempted from the JTAPI API, then Cisco Unified JTAPI throws `PlatformException` with this error: Transfer controller is not set and could not find a suitable `TerminalConnection`.

Usage Guidelines

The points below indicate how applications must use the Direct Transfer Across Lines feature:

- Applications must add Call Observer on the both the lines across which they try a direct transfer.

- Earlier, applications were recommended to check if both the calls have a common address and if that address is on the same Terminal. For Direct Transaction Across Lines, it is not required to check this, if the address is common between two calls across which direct transaction is invoked. It must be ensured that both the calls should each have an address which exists in a common terminal.
- Cisco Unified JTAPI reports the same set of events, as it does currently, for transferring of a call on same address. Applications are not required do anything with these calls after invoking Transfer() until receiving CiscoTransferEndEv.
- As transfer is done across addresses, applications do not get a common controller in CiscoTransferStartEv and should upgrade the application logic.

Event Flow Comparison and Sample Code

The following table provides details of the event flow.

Table 2: Event Flow Comparison and Sample Code for Transfer Invocation

Transfer on Same Lines	Transfer Across Lines
Setup	
Address A on Terminal T1 Address B1, B2 on Terminal T2 Address C on Terminal T3	Address A on Terminal T1 Address B1, B2 on Terminal T2 Address C on Terminal T3
Feature Invocation	
A calls B1 [GC1 = GolbalCallIID1] GC1: Connection A1-> Conn1 GC1: Connection B1->Conn2 B1 calls C [GC2 = GolbalCallIID2] GG2: Connection B1-> Conn3 GC2: Connection C->Conn4 GC1.transfer(GC2);	A calls B1 [GC1 = GolbalCallIID1] GC1: Connection A->Conn1 GC1: Connection B1->Conn2 B2 calls C [GC2 = GolbalCallIID2] GG2: Connection B2->Conn3 GC2: Connection C->Conn4 GC1.transfer(GC2);
Events Delivered to Application (assuming all parties are observed)	

Transfer on Same Lines	Transfer Across Lines
<p>GC1:</p> <p>CiscoTransferStartEv</p> <p>[getTransferControllerAddress() returns B1]</p> <p>ConnCreatedEv for C</p> <p>ConnConnectedEv for C</p> <p>CallCtlConnEstablishedEv for C</p> <p>TermConnCreatedEv for T3(Address C)</p> <p>ConnDisconnectedEv for B1</p> <p>CallCtlConnDisconnectedEv for B1</p> <p>TermConnDroppedEv for T2(Address B1)</p> <p>CallCtlTermConnDroppedEv for T2(Address B1)</p> <p>CiscoTransferEndEv</p> <p>GC2:</p> <p>CiscoTransferStartEv</p> <p>[getTransfeControllerAddress() returns B1]</p> <p>TermConnDroppedEv for T2(Address B1)</p> <p>CallCtlTermConnDroppedEv for T2(Addresss B1)</p> <p>ConnDisconnectedEv for B1</p> <p>CallCtlConnDisconnectedEv for B1</p> <p>TermConnDroppedEv for T3(Address C)</p> <p>ConnDisconnectedEv for C</p> <p>CallCtlConnDisconnectedEv for C</p> <p>CallCtlTermConnDroppedEv for T3(Address C)</p> <p>CiscoTransferEndEv</p> <p>CallInvalidEv</p> <p>CallObservationEndedEv</p> <p>Note GC2 - Disconnect events are for Address B1 on Terminal T2</p>	<p>GC1:</p> <p>CiscoTransferStartEv</p> <p>[getTransferControllerAddress() returns B1]</p> <p>ConnCreatedEv for C</p> <p>ConnConnectedEv for C</p> <p>CallCtlConnEstablishedEv for C</p> <p>TermConnCreatedEv for T3(Address C)</p> <p>ConnDisconnectedEv for B1</p> <p>CallCtlConnDisconnectedEv for B1</p> <p>TermConnDroppedEv for T2(Address B1)</p> <p>CallCtlTermConnDroppedEv for T2(Address B1)</p> <p>CiscoTransferEndEv</p> <p>GC2:</p> <p>CiscoTransferStartEv</p> <p>[getTransferControllerAddress() returns B1]</p> <p>TermConnDroppedEv for T2(Address B2)</p> <p>CallCtlTermConnDroppedEv for T2(Addresss B2)</p> <p>ConnDisconnectedEv for B2</p> <p>CallCtlConnDisconnectedEv for B2</p> <p>TermConnDroppedEv for T3(Address C)</p> <p>ConnDisconnectedEv for C</p> <p>CallCtlConnDisconnectedEv for C</p> <p>CallCtlTermConnDroppedEv for T3(Address C)</p> <p>CiscoTransferEndEv</p> <p>CallInvalidEv</p> <p>CallObservationEndedEv</p> <p>Note GC2 - Disconnect events are for Address B2 on Terminal T2</p>



Note In connected Transfer Across Lines scenario, apart from events mentioned, applications can see another temporary call GC3 going active(CallActiveEv) and GC3 goes idle (CallInvalidEv) immediately after the transfer is completed

Transfer on Same Lines Sample Code

```

Handle(CiscoCallEv event)
{
    ...
    ...
    if (event instanceof CiscoTransferStartEv)
    {
        CiscoTransferStartEv ev =
            (CiscoTransferStartEv)event;
        processTransfer(ev);
    }
}
processTransfer(CiscoTransferStartEv ev){
    CiscoAddress commonAddr =
        ev.getTransferControllerAddress();

    CiscoCall GC2 = ev.getTransferringCall();
    CiscoCall GC1 = ev.getFinalCall();
    CiscoConnection droppedConn1 =
        findConnection(GC1, controllerAddr);

    CiscoConnection droppedConn2 =
        findConnection(GC2, controllerAddr);
    //Additional App logic to clear connections.
}
Connection findConnection(CiscoCall GCx, CiscoAddress addr){
    CiscoConnection[] conns = GCx.getConnections();
    for (i = 0; i<conns.length; i++)
    {
        if conns[i]
            .getAddress().equals(addr) {
                return conns[i];
            }
    }
}
}

```



Note Application logic is based on common transferControllerAddress and works fine in this case, because commonAddr is there in both final and consult call

Transfer Across Lines Sample Code

```

Handle(CiscoCallEv event)
{
    ...
    ...
    if (event instanceof CiscoTransferStartEv)
    {
        CiscoTransferStartEv ev =
            (CiscoTransferStartEv)event;
        processTransfer(ev);
    }
}
processTransfer(CiscoTransferStartEv ev){
    String termName = ev.getControllerTerminalName();

    CiscoCall GC2 = ev.getTransferringCall();
    CiscoCall GC1 = ev.getFinalCall();
    CiscoConnection droppedConn1 = findConnection(GC1, termName);
}

```

```

    CiscoConnection droppedConn2 = findConnection(GC2, termName);
    //Additional App logic to clear connections.
}
Connection findConnection(CiscoCall GCx, String termName){
    CiscoConnection[] conns = GCx.getConnections();
    for (i = 0; i<conns.length; i++)
    {
        CiscoTerminalConnection[] termConns =
            conns[i].getTerminalConnections();
        for(j = 0; j<termConns.length; j++)
        {
            if(termConns[j].getTerminal().getName.equals(termName)
                && termConns[i].getState() !=
                TerminalConnection.PASSIVE)
            {
                return termConns[i].getConnection();
            }
        }
    }
}
}
}

```



Note There is no common address for controllers in final and consult call, but the controller TerminalName is same for both the controller Addresses. So, application should rely on CommonTerminalName to find out the connections, terminal connections and controllers.

Interface Changes

See [CiscoTransferStartEv](#), on page 671

Message Sequences

See [Direct Transfer Across Lines Use Cases](#), on page 1208

Backward Compatibility

This feature is backward compatible. To provide backward compatibility for applications, a new permission to devices that allow connected transfer across lines has been added, along with a new standard role and a standard user group for this permission. Applications can control these devices only if this new role Standard Supports Connected Xfer/Conf is associated to the application user. Applications will be able to control these devices only if this new role "Standard CTI Allow Control of Phones supporting Connected Xfer/Conf" is associated to the application user. So, by default these devices are listed as restricted, assuming that the application uses JTAPI 7.1.2 or higher and only if application upgrades to handle this feature and associates the new permission can it control these devices. If the application uses an older JTAPI client the devices are not restricted but if the application tries to observe these devices (which supports this feature to be invoked manually), JTAPI throws an exception and marks these devices as restricted from there on.

However, the application can invoke DirectTransfer Across Lines from existing JTAPI transfer() API on any type of phone and there is no restriction on this behavior as applications are expected to issue this request only if they support this feature. Also, a FarEnd point performing a Direct/Connected Transfer Across Lines is uncontrolled and can cause problems to applications. This means that JTAPI always reports events for Direct Transfer Across Lines for all the phones.

Be aware that any old JTAPI application will not have any BWC issues if it is run in an environment where Direct Transfer Across Lines is not invoked (either on phones or through JTAPI API). However, applications changes are required if this this feature is used in such a setup.

Cisco assumes that two or more applications do not control or observe the same terminal or address simultaneously. If they do, all instances of this application make changes to support this feature or coordinate to avoid any problem. Otherwise, application behavior may be unforeseen. For example, if App1 and App2 are two applications controlling or observing the same terminal or address and App1 makes changes to support this feature then App2 is also expected make changes to support the feature. Else, invocation of this feature by App1 on common devices can break App2.

As, the feature is designed to provide an enhanced user experience, Cisco strongly recommends that all Cisco Unified JTAPI applications should evaluate and support this feature and upgrade if necessary with the code logic to handle both the old and new behavior.

Directed Call Park

This feature allows the user to park a call by transferring the call to a user-selected park code.

Examples

A calls B; B transfers the call to a parked DN. On completion of the transfer, the A to B call is parked at the specified parked DN. A will receive MOH (if configured). When C un parks the call (by dialing the prefix code and park code), A and C connect.

If A calls the parked DN directly, A connects to the parked DN, and the system marks this parked DN as busy. A stays connected to this parked DN until park reversion.

If C does not un park the call at the parked DN, the call park reverses to the DN that parked the call (B), and A and B connect again. B can again try to d-Park to another parked DN. When park reversion occurs, Cisco Unified Communications Manager JTAPI passes a new reason code to the application.

CTI sends the parked number to Cisco Unified Communications Manager JTAPI in the form “Park Number: (<Prefix Code>)<DPark DN>”. Cisco Unified Communications Manager JTAPI parses this and exposes both Prefix Code and DPark DN to applications.

When a call is un parked, the parked party and un parking party both receive a CPIC event with the reason given by CTI, and the parked party connects to the un parking party.

When party A calls a dPark DN and party B also calls the same dPark DN, the system can connect either A or B to the dPark DN, and the other party is disconnected.

Cisco Unified Communications Manager JTAPI Support

Cisco Unified Communications Manager JTAPI supports this feature. When the system transfers a call to a directed call park DN (d parked), the application sees a connection created for directed call park DN, and the call control connection state is CallControlConnection.QUEUED. The system delivers CiscoTransferstart and end events. An application can use the new interface on CiscoConnection to get the prefix code needed to un park the call.

Performance and Scalability

This feature provides the same performance impact as the existing transfer feature.

Directory Change Notification

Applications require notification asynchronously of device additions or deletions from the user control list and device deletions from the Cisco Unified Communications Manager database. Applications also receive notification about line changes to a device. This notification gets sent to Cisco Unified JTAPI and propagates to applications with `CiscoAddrCreatedEv`, `CiscoAddrRemovedEv`, `CiscoTermCreatedEv`, and `CiscoTermRemovedEv` on the `AddressObserver` and `TerminalObservers`, respectively.



Note Ensure that the device is registered for `CTIPorts` and `CTIRoutePoints` to receive the line change notification.

Do Not Disturb

Do-Not-Disturb (DND) gives phone users the ability to go into the DND state on the phone when they are away from their phones or do not want to answer the incoming calls. The DND softkey enables and disables this feature.

From the user windows, users can configure the following settings for DND:

- DND Option-Ringer off
- DND Incoming Call Alert-beep only/flash only/disable
- DND Timer-value between 0-120 minutes. It specifies a “period in minutes to remind the user that DND is active”.
- DND status-on/off



Note The Application can only enable or disable the DND status.

- The Application can set the DND status by invoking a new interface on `CiscoTerminal`.
- JTAPI will also query the application about any change in the DND status when DND status is set by phone, Cisco Unified Communications Manager Administration, or application.
- The application must enable the filter in `CiscoTermEvFilter` to receive the preceding notification.
- The application can also query for the DND status through a new interface on `CiscoTerminal`.
- The application can also query for the DND option through a new interface on `CiscoTerminal`.



Note This feature applies to phones and CTI ports. It does not apply to Route points.

In the case of emergency calls (made by a CER application) landing on an application that has DND enabled, the system overrides the DND settings and presents the call to the application. A new parameter, `FeaturePriority`, in the `redirect()` and `selectRoute()` APIs on `CiscoCall`, `CiscoConnection`, and `CiscoRouteSession`, respectively,

makes this possible. The CER application that initiates the emergency call sets `FeaturePriority` as `FeaturePriority_Emergency`. The application sets the feature priority only for emergency calls. In the case of normal calls, applications either do not set the feature priority at all or set it to `FeaturePriority_Normal`. Applications do not set `FeaturePriority_Emergency` in case of normal calls. When initiating feature calls such as intercom, applications must specify `FEATUREPRIORITY_URGENT`.



Note The `connect()` API on `CiscoCall` does not support the `FeaturePriority` parameter.

The application receives an exception if it tries to perform a `getDNDStatus()`, `setDNDStatus()`, or `getDNDOption()` before the device is in service.

A Post condition is added to DND to handle a DB update failure or device out-of-service situations if they occur after the `setDNDStatus()` request is sent. If a DB update failure or device out-of-service condition occurs after the `setDNDStatus()` request is sent, `setDNDStatus()` delivers a `CiscoTermDNDStatusChangedEv` to the application. If this event is not received, a post-condition time-out occurs, and the following exception is thrown: could not meet post conditions of `setDNDStatus()`.

Backward Compatibility

This feature is backward compatible. Applications recognize new events if this feature is configured. You can filter the new events through the `TerminalEventFilter` interface (`CiscoTermEvFilter`). By default, this filter is disabled and the system does not deliver the new events.

For additional information, see the following topics:

- [CiscoTerminal](#), on page 623
- [CiscoTermDNDStatusChangedEv](#), on page 616
- [CiscoTermEvFilter](#), on page 620
- [CiscoCall](#), on page 340
- [CiscoConnection](#), on page 394
- [CiscoRouteSession](#), on page 529
- [CiscoTermInServiceEv](#), on page 650

Do Not Disturb-Reject

Do Not Disturb-Reject (DND-R) is an enhancement to the existing DND feature. Cisco Unified Communications Manager and JTAPI previously supported only the Ringer off DND. The user can reject calls with DND-Reject. You can set DND-R from the phone configuration window or the phone profile configuration window in Cisco Unified Communications Manager Administration.

When DND-R is enabled, the call is not presented to the terminal that has Call Reject enabled. There is no audible or visual indication of incoming calls on that end point. To enable DND-R, set the DND Status as true and the DND option to Call Reject.

`FeaturePriority` overrides DND. It can have any of the following values:

- 1: Normal

- 2: Urgent
- 3: Emergency

This release introduces FeaturePriority in connect() API on CiscoCall. FeaturePriority in selectRoute() and redirect() API is already supported in prior releases. When feature priority as EMERGENCY is specified in connect() API, and the destination terminal has DND-R enabled, the call still rings at the destination terminal and overrides the DND-R settings.

When a terminal has DND-R enabled and receives an intercom call, DND-R settings are overridden and call presents. This is because feature priority is always 2 (URGENT) for intercom calls.

In non- shared line scenario where A calls B and Terminal B has DND-R enabled, CallCtlConnFailedEv with cause USER_BUSY is delivered on A. Users would see the same behavior if DND-R is enabled on all the terminals that have shared DNs.

In the case of shared lines when at least one of the terminal does not have DND-R enabled and a call is placed to the shared line, Cisco Unified JTAPI delivers TermConnPassiveEv and CallCtlTermConnInUseEv for the terminals that have DND-R enabled (assuming the call was made with NORMAL feature priority). TermConnPassiveEv and CallCtlTermConnBridgedEv is delivered if DND-R is disabled on the terminal during a call.

A new event CiscoTermDNDOptionChangedEv will be sent to the terminal observer whenever the DND option changes on the phone window or Common Phone Profile window in Cisco Unified Communications Manager Administration.

Default DND option is Ringer-off and Route points do not support DND.

Interface Changes

[CiscoTermDNDDStatusChangedEv](#), on page 616; [CiscoCall](#), on page 340; [CiscoTermEvFilter](#), on page 620

Message Sequences

[DND-R](#), on page 906

Backward Compatibility

This feature is backward compatible. Application will receive new events if this feature is configured. The new events are filtered through TerminalEventFilter interface (CiscoTermEvFilter). By default filter is disabled and the new events are not delivered.

Drop Any Party

This feature provides the capability to drop any participants from a conference call. Cisco Unified JTAPI allows applications to drop participants from conference using the existing interface Connection.disconnect() even if the application is not observing the address for the connection. Previously, applications could only disconnect connections for which Address is an observed Address.

Feature behavior varies based on the settings for the Cisco Unified Communications Manager service parameter Advanced Ad Hoc Conference Enabled. If this service parameter is set to False, applications can drop connections for an unobserved address in a conference call only if the application observes the conference controller's address. If this parameter is set to True, applications can drop connections without any restriction.

Cisco Unified JTAPI provides an interface on `CiscoConnection` to get an array of `CiscoPartyInfo` objects for the connection. `CiscoPartyInfo` is used to disconnect participants from a conference using a new interface, `disconnect()`, provided on `CiscoConnection`. A normal line has only one `CiscoPartyInfo` on its connection, but a shared line has one `CiscoPartyInfo` for each line in the shared line. This enables applications to selectively disconnect a shared line participant if more than one shared line participants are in the conference call. Since shared line participants have only one connection, if the application uses the existing `Connection.disconnect()` API, it drops all the shared line participants.

Cisco Unified JTAPI provides an interface `setDropAnyPartyEnabled()` on `CiscoJtapiProperties` to enable or disable this feature and by default, it is enabled. Alternatively, applications can have the JTAPI ini parameter `dropAnyPartyEnabled = 0` in `jtapi.ini` file to disable Drop Any Party feature and `dropAnyPartyEnable = 1` to enable this feature. If `dropAnyPartyEnable` parameter is not present in `jtapi.ini` file, the feature is enabled by default.

Cisco Unified JTAPI also provides an interface, `isConferenceCall()`, on `CiscoCall` to determine if a call is a conference call. This simple method returns a Boolean.

Interface Changes

See [CiscoCall, on page 340](#) and [CiscoConnection, on page 394](#)

Message Sequences

See [Drop Any Party Use Cases, on page 1240](#)

Backward Compatibility

This feature is backward compatible.

Dynamic CTI Port Registration

This feature lets applications provide an IP address (`ipAddress`) and port number (`portNumber`) for each call or whenever media is established. To use this feature, applications must register the media terminal by supplying media capabilities. When a call is answered at this media terminal, `CiscoMediaOpenLogicalChannelEv` is sent to applications. This event gets sent whenever media is established. Applications must react to this event and specify the IP address and port number where media gets established.

A `CiscoMediaTerminal` represents a special kind of `CiscoTerminal` that allows applications to terminate RTP media streams. Unlike a `CiscoTerminal`, a `CiscoMediaTerminal` does not represent a physical telephony endpoint, which is observable and controllable in a third-party manner. Instead, a `CiscoMediaTerminal` represents a logical telephony endpoint, which may be associated with any application that terminates media. Such applications include voice messaging systems, interactive voice response (IVR), and softphones.



Note Only CTIPorts appear as `CiscoMediaTerminals` through Cisco Unified JTAPI.

Terminating media comprises a two-step process. To terminate media for a particular terminal, an application adds an observer that implements the `CiscoTerminalObserver` interface by using the `Terminal.addObserver` method. Finally, the application registers its IP address and port number to which the terminal incoming RTP streams get directed by using the `CiscoMediaTerminal.register` method.

To register the `ipAddress` and `portNumber` dynamically on a per-call basis, applications must register by only providing capabilities that they support. Applications must react to `CiscoMediaOpenLogicalChannelEv` that gets sent whenever media is established. If any features are performed before applications react to `CiscoMediaOpenLogicalChannelEv`, the features may fail.

If the applications do not respond to this event during the time that is specified in the Media Exchange Timer in the Cisco Unified Communications Manager Administration windows, the call may fail.

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for Dynamic CTI Port Registration Per Call, see [Message Sequence Charts, on page 765](#)



Note The `ChangeRTPDefaults` interface is not supported on `CiscoMediaTerminal`.

The following new or changed interfaces exist for Dynamic CTI Port Registration Per Call:

Interface `CiscoMediaOpenLogicalChannelEv` Extends `CiscoTermEv`

int	getpacketSize () Returns the packet size of the far end in milliseconds.
int	getPayloadType () Returns the payload format of the far end, one of the following constants:
<code>CiscoRTPHandle</code>	getCiscoRTPHandle () Returns the <code>CiscoTerminalConnection</code> object on which applications must invoke the <code>setRTPParams</code> request.

Interface `CiscoRTPHandle`

int	getHandle() Returns an integer representation of this object, currently the Cisco Unified Communications Manager CallLeg ID.
-----	----------------------------------------------------------------------------------------------------------------------------------------

`CiscoProvider`

<code>CiscoCall</code>	getCall (CiscoRTPHandle rtpHandle) Returns the call object with the <code>rtpHandle</code> that is associated with a specific terminal. If no <code>callobject</code> gets added to the terminal at the time when the applications receive <code>CiscoRTPHandle</code> in <code>CallOpenLogicalChannelEv</code> , <code>CiscoCall</code> may be null.
------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

E911 Teleworker

The main purpose of this feature was intended to provide Location awareness for teleworkers and off premise users so that they can make emergency calls from off premises. The API's can also be used by all applications in a generic way as described below.

Primarily this feature adds two JTAPI API methods (selectRoute & redirect) that are overloaded to add an additional XML parameter to the list of their existing parameters. Any application can use these overloaded selectRoute() and redirect() methods to pass XML data to the call receiving side. The format of the XML data that can be passed is seen below:

```
<data>
  <item>
    <type>contact</type>
    <operation>append</operation>
    <protocol>SIP</protocol>
    <value>;+sip.instance = &quot;&lt;urn:uuid = *guid*&gt;&quot;</value>
  </item>
</data>
```

When an application sends XML data using one of the above API, CTI parses the data and extracts the text from the 'value' node in the XML and passes it on to CCM. CCM will then append this text to the outgoing SIP Invite message 'contact:' header. Once the end points like the SIP trunk or the SIP phone receives it, they can extract that data from the contact header and process it. Currently only SIP protocol's contact header field data is the only one supported but this can be expanded to include others headers fields and other protocols in future releases.

In the current release of CUCM only the following values for the XML nodes are supported: type: contact, operation: append, protocol: SIP. The value node in the above xml format is the one that carries the required application data to the end point.

The new parameter is a double byte array for overloaded selectRoute () Method to accommodate xml data for each selected routes and single byte array for the redirect () method. The parameter takes either a XML format String or a NULL value.

Interface Changes

[CiscoRouteSession](#), on page 529, [CiscoConnection](#), on page 394

Message Sequence

[E911 Teleworker](#), on page 909

Backward Compatibility

This is a new feature and will be backward compatible

Enable or Disable Ringer

The CiscoAddress extension allows applications to set the status of the ringer for all lines on a device. No events generate when the ringer setting gets changed from the administration windows or anywhere else.

Encryption Enhancement

Unified Communications Manager Release 10.0(1) adds support for public key encryption which is more secure than the former symmetric key method. All JTAPI clients must be upgraded to the latest version bundled with Unified Communications Manager Release 10.0(1) to leverage this security enhancement. The JTAPI client is available under the “Applications-Plugins” menu from CCMAdministration.

The service parameter “Require Public key encryption” has been added. This parameter determines the encryption method required by Unified Communications Manager when authenticating CTI applications. When set to True, Unified Communications Manager requires CTI applications to authenticate using public key encryption; available in JTAPI client version 10 or later. When set to False (default), Unified Communications Manager allows CTI applications to authenticate by using either symmetric key or public key encryption. CTI applications must upgrade JTAPI/TSP client plugins to version 10.0(1) or later to authenticate when using public key encryption.

Although there are no interface changes for this enhancement, Cisco recommends that applications update CiscoJTAPI libraries to take advantage of this security enhancement.



Note No changes are required in the application layer. Applications need to update the Cisco JTAPI to the 10.x version to leverage the new security enhancement.



Note Cisco recommends that applications upgrade their Cisco JTAPI versions and set this service parameter to true. In future releases this service parameter will be deprecated.

Interface Changes

There are no interface changes for this feature.

Message Sequences

See [Encryption Enhancement, on page 910](#).

Backward Compatibility

To maintain backward compatibility, a new CTI Manager service parameter is introduced:

“Require Public Key Encryption.”

End to End Call Tracing

This feature enables the application to track any call uniquely. JTAPI associates a uniqueID with every Connection object. The same ID is exposed to the application through a new API `getUniqueID(Terminal term)` on the interface `CiscoConnection`. This uniqueID is only available for connection of observed addresses.

When a connection is created, the application can receive the uniqueID and write it in the Call Details Record. For Shared Line scenarios, each shared line has a uniqueID, which can be retrieved by passing the corresponding

Terminal to getUniqueID API. UniqueID may or may not be the same for different shared lines depending on the scenario. The application can query the uniqueID corresponding to each shared line on receiving TermConnActiveEv for that shared line Terminal.

Whenever the uniqueID changes, JTAPI delivers CiscoConnectionUniqueIDChangedEv to the call observer of the application.



Note As of Release 8.0(1), there is no supporting use case where JTAPI delivers CiscoConnectionUniqueIDChangedEv event to the application.

Interface Changes

[CiscoConnection](#), on page 394, [CiscoConnectionUniqueIDChangedEv](#), on page 407.

Message Sequences

[End to End Call Tracing](#), on page 911

Backward Compatibility

This feature is backward compatible.

EnergyWise Deep Sleep Mode

This feature allows the phone to participate in an EnergyWise enabled system. The phone reports its power usage to a EnergyWise compliant switch to allow the tracking and control of power within the customer premise. The phone provides alternate reduced power modes including an extremely low, off mode. The Cisco Unified Communications Manager administrator configures and exclusively manages the phones power state through vendor specific configuration on the Cisco Unified CM Admin pages.

When the phone turns off power after negotiation with an EnergyWise switch, it unregisters from Cisco Unified CM and enters Deep Sleep/PowerSavePlus mode. Phones automatically re-register back with the Cisco Unified CM once the Deep Sleep mode configured PowerON time is reached.

However, you can press the ‘select’ key on the Cisco Unified IP Phones Series 9900 and 6900 while in Deep Sleep/PowerSavePlus mode to wake up the phone, these phones automatically power on and re-register back with the Cisco Unified CM. However, for Cisco Unified IP Phones 7900 Series phones, you can neither power on nor re-register back with the Cisco Unified CM during Deep Sleep/PowerSavePlus mode unless the ‘PowerON’ time is reached. You can configure Deep Sleep mode on the Device page of the Cisco Unified CM. Configure Deep Sleep mode for the phones at least 10 minutes before the actual power off time to allow the information to synchronize between the switch and the phone.

The Power off idle timer enables only in the case when there is physical interaction on the phone. For example if there is a call on the EnergyWise configured phone during the deep sleep time and the user tries to disconnect the call from the application, then the power off idle timer defaults to 10 minutes but if the user disconnects the call manually from the phone, then the power off idle timer takes the value configured on the Cisco Unified CM device page.

When a terminal unregisters from Cisco Unified CM, JTAPI exposes CiscoProvTerminalUnRegisteredEV event to application with a new reason “CiscoProvterminal UnRegisteredEV.ENERGYWISE_POWER_SAVE_PLUS”.

JTAPI sends CiscoTermOutOfServiceEv event to the application with the cause “CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS” when a terminal goes out of service due to Deep Sleep mode configured.

JTAPI sends CiscoAddrOutOfServiceEv event to application with a new cause “CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS” when an address goes out of service due to Deep Sleep mode configured.

Interface Changes

public interface CiscoProvTerminalUnRegisteredEv

When a terminal unregisters from the Cisco Unified CM because of Deep Sleep mode, JTAPI sends CiscoProvTerminalUnregisteredEv to the application with the reason “ENERGYWISE_POWER_SAVE_PLUS”.

Field Summary

public static final int	ENERGYWISE_POWER_SAVE_PLUS
-------------------------	----------------------------

Reason Codes

ENERGYWISE_POWER_SAVE_PLUS

```
Sample Code:public class MyTermObserver implements ProviderObserver {
    public void providerChangedEvent (ProvEv[] evlist) {
        for(int i = 0; evlist != null && i < evlist.length; i++){
            ...
            ...
            If ( evlist[i] instanceof CiscoProvTerminalUnregisteredEv) {
                CiscoProvTerminalUnregisteredEv ev = (CiscoProvTerminalUnregisteredEv)evlist[i];
                if(ev.getReason() == CiscoProvTerminalUnregisteredEv.ENERGYWISE_POWER_SAVE_MODE) {
                    System.out.println("Terminal Unregistered from CUCM because of deep
                    with the reason as ENERGYWISE_POWER_SAVE_PLUS
                    ");
                }
            }
        }
    }
}
```

public interface CiscoOutOfServiceEv

When a terminal/address unregisters from the Cisco Unified CM because of deep sleep mode, Jtapi delivers CiscoTermOutOfServiceEv and CiscoAddrOutOfServiceEv to the application with this new cause “CAUSE_ENERGYWISE_POWER_SAVE_PLUS”.

Field Summary

public static final int	CAUSE_ENERGYWISE_POWER_SAVE_PLUS
-------------------------	----------------------------------

Cause Code

CAUSE_ENERGYWISE_POWER_SAVE_PLUS

Message Sequences

[Energywise Deep Sleep Mode, on page 931](#)

Backwards Compatibility

This feature is backward compatible.

Extension Mobility Cross Cluster

This feature allows users to log in to an IP phone registered to a cluster with user profiles configured with another cluster. The Extension Mobility feature allows a user to log in to an IP phone to appear as user's desk phone temporarily, subject to the administrative policy. After logging on to an IP phone, the user can receive incoming calls normally routed to the user's desk phone and retain the personalized configuration, such as speed dials, services links and other user-specific properties.

Currently, Extension Mobility service is limited to a single Cisco Unified Communications Manager (Cisco Unified Communications Manager) cluster. A user provisioned in one cluster today cannot log in to an IP phone of another cluster with the Extension Mobility feature, even though both clusters may belong to the same enterprise. This limitation is overcome with the introduction of this new feature, which allows the user provisioned in one cluster to log in to an IP phone of another cluster.

With the existing behavior, when a user logs in to a terminal with a user ID that matches the user ID used by Cisco Unified Communications Manager JTAPI application, the terminal is treated as part of the control list and application is able to add call observer on the terminal and/or address.

As part this feature support, Extension Mobility profiles can be added to the user's control list via the Cisco Unified Communications Manager Admin pages. When a user uses Extension Mobility to log into a device using a profile in the control list, JTAPI delivers CiscoAddrCreatedEv and CiscoTermCreatedEv, and application can add call observer to control the terminal or address.

JTAPI exposes getCiscoCause () API on all provider events. For provider events associated with non-Extension Mobility login or logout scenarios, the cause delivered will be CiscoProvEv.NORMAL. For provider events associated with Extension Mobility login or logout scenario, the cause may be any of the below depending on the type of Extension Mobility login or logout:

```
CiscoProvEv.CAUSE_EM_LOGIN                               CiscoProvEv.CAUSE_EM_LOGOUT
CiscoProvEv.CAUSE_EM_LOGIN_PROFILE_ADD                  CiscoProvEv.CAUSE_EM_LOGOUT_PROFILE_REMOVE
```

Interface changes explain more about each of these causes.

The following is a complete set of provider events that have API getCiscoCause():

```
CiscoAddrActivatedEv CiscoAddrActivatedOnTerminalEv
CiscoProvFeatureEv
CiscoProvTerminalCapabilityChangedEv
CiscoAddrRestrictedEv
CiscoTermActivatedEv
CiscoTermRestrictedEv
CiscoAddrCreatedEv
CiscoTermCreatedEv
CiscoAddrRemovedEv
CiscoTermRemovedEv
```

```
CiscoAddrAddedToTerminalEv
CiscoAddrRemovedFromTerminalEv.
```

JTAPI exposes `getLoginType ()` on `CiscoTerminal` to indicate if the terminal is part of the Home or Visiting cluster when a user does an Extension Mobility login or logout. Accordingly, return value will be `CiscoTerminal.NO_LOGIN`, `CiscoTerminal.NATIVE_LOGIN` or `CiscoTerminal.VISITOR_LOGIN`.

Home Cluster is the Cisco Unified Communications Manager cluster from which the traveling EMCC user starts. This is the user's home cluster where the user profile resides.

Visiting Cluster is the Cisco Unified Communications Manager cluster which the traveling EMCC user visits. This is also the cluster that owns the phone at which the user does Extension Mobility login.

Interface Changes

[CiscoProvEv](#), on page 489, [CiscoTerminal](#), on page 623

Message Sequences

[Extension Mobility Cross Cluster](#), on page 1004

Backward Compatibility

This feature is backward compatible.

Extension Mobility Username Login

The Extension Mobility Login Username enables applications to get the Extension Mobility login username from the API provided on `CiscoTerminal`.

Interface Changes

[CiscoTerminal](#), on page 623

Message Sequences

[Extension Mobility Login Username](#), on page 1178

External Call Control

External Call Control enables Cisco Unified Call Manager (Cisco Unified Communications Manager) to route calls based on enterprise policies and presence-based routing rules of individual users. When call intercept is enabled, Cisco Unified Communications Manager queries the designated web services hosting the enterprise policies or user rules and routes the calls following the routing decisions returned.

Starting from Release 8.0(1), JTAPI supports wildcard routepoins, as well as translation patterns.

Interface Changes

[CiscoCall](#), on page 340, [CiscoConnection](#), on page 394, [CiscoAddress](#), on page 297

Message Sequences

[External Call Control, on page 937](#)

Backward Compatibility

This feature is backward compatible. Existing applications will not be impacted by the changes for this feature. There are, however, implications and limitations to applications regarding Wildcard Routepoints as they exist today, which are being addressed by adding a service parameter, described below. Applications that do not use Wildcard Route Points will be completely unaffected by this development.

The first is that an application controlling wildcard routepoints used to get three JTAPI connections on a call. One with the caller, the second with the dialed Directory Number and the third with the wildcard routepoint that JTAPI is observing. The third connection has been removed with this feature.

The second backward compatibility issue is with the various called party fields during a Wildcard Routepoint scenario. Before implementation of this feature, `CiscoCall.getCalledAddress()` and `CiscoCall.getCurrentCalledAddress()` both returned the actual dialed Directory Number, and it was not possible to retrieve the Wildcard Directory Number. After this fix, both `CiscoCall.getCalledAddress()` and `CiscoCall.getCurrentCalledAddress()` return the Wildcard Directory Number, while `CiscoCall.getModifiedCalledAddress()` returns the actual dialed Directory Number. This is a fix for an issue that built an erroneous call model in JTAPI, but it may cause applications using this feature in this way to break.

Both these issues have been addressed by adding a new service parameter at the CTI layer, known as Use WildCard pattern in CTI Call Info. This service parameter is set to OFF by default and continues the existing behavior. If an application wants to take advantage of the new information provided to it regarding Wildcard Routepoints, the service parameter must be changed to ON. This service parameter applies only when wildcard Route Point is the called party. You must note that there are use cases for this feature that provide details of the Wildcard Routepoint scenario with the service parameter set to both ON and OFF, but the use case where it is set to OFF is currently not supported, shows the call flow as it exists today.

End to End Session ID for Calls

Cisco Unified Communications Manager generates a unique session identifier for each leg in a call. This feature enables the application to track a call end to end uniquely with a Session ID.

Cisco JTAPI exposes the following new methods for applications to get unique session identifiers for each connection in a call:

- `CiscoConnection.getLocalUUID(TerminalConnection)`
- `CiscoConnection.getPeerUUID(TerminalConnection)`

The methods accept a `TerminalConnection` object associated to that connection as a parameter, and return a String representing the UUIDs of the local and peer participant in a given `CiscoConnection` respectively. If a null object is passed as a parameter, the methods will return the UUID of the active `TerminalConnection` in the `CiscoConnection`.

The SessionID is acquired by merging the localUUID and the peerUUID in the following format:

```
device=<localUUID>;remote=<peerUUID>;
```

The Session ID is generated within Cisco Unified Communication Manager for non-SIP devices. SIP devices generate their own Session IDs and publish them in the SIP INVITE message to Cisco Unified Communication Manager. This information is visible to the application through the respective interface.

The Local Universal Unique Identifier (localUUID) for a CiscoConnection in a CiscoCall is generated in the peerUUID on the other side in the CiscoCall and vice versa.

This relation is assured for a basic two party call and is retained through the following features:

- Redirect
- Call Forward
- Transfer
- Hold/Resume

If the Cisco call is shared between multiple devices, the CiscoConnection.getPeerUUID(null) on the calling side will return the UUID of any of the available terminals while the CiscoConnection on the called side is in CiscoConnection.ALERTING state. Once the call is answered CiscoConnection.getPeerUUID(null) on the calling side will return the uuid of the active TerminalConnection.

Interface Changes

[CiscoConnection](#), on page 394.

Message Sequences

[End to End Session ID for Calls](#), on page 1008

Backward Compatibility

This feature is backward compatible.

FIPS Compliance

This feature allows Cisco Unified Communications Manager to operate in Federal Information Processing Standard (FIPS) mode. FIPS specifies a minimum security level for cryptographic functions, limitations on how data is stored, and which algorithms are allowed to be used to encrypt sensitive information. These strictly defined requirements are important to government agencies, hospitals, and other customers who would be interested in a higher level of security.

To enable FIPS Compliance, Cisco Unified Communications Manager applications must request this mode when they download certificates with JTAPI and open a provider. When operating in FIPS, Cisco Unified Communications Manager experiences minimal performance loss, but this loss should only be witnessed during the certificate downloads and when you open a JTAPI provider. FIPS should not affect anything once the application is running.

Starting from release 8.6(1), JTAPI can be configured as FIPS Compliant.

Important Notes

In FIPS, there are two distinct “cryptographic entities”: The JTAPI application and the CUCM server machine (or cluster). The FIPS compliance of one does not, in any way, affect the other. Setting JTAPI to run in FIPS compliance encrypts the client-side certificates with a FIPS-compliant algorithm, and connect using only approved SSL/TLS algorithms. It will not make the CUCM server or cluster secure or FIPS compliant.

Likewise, having the CUCM operate in FIPS mode will not make JTAPI store certificates with FIPS-compliant algorithms. They are distinct items, separated by a “cryptographic boundary.”

Also, even if JTAPI operates in FIPS-compliant mode, your application may not. Your applications must handle cryptographic information and other sensitive data with special attention in order to be FIPS-compliant.

As mentioned above, applications that wish to use FIPS compliance must not only explicitly request it, they must also download cryptographic libraries, and alter their classpath variable to include them. RSA libraries are applicable for Windows and CiscoJ libraries are applicable for Linux. The RSA libraries are “jcmFIPS.jar” “cryptojcommon.jar”, “cryptojce.jar” and “sslj.jar,” and are FIPS-compliant libraries from RSA, Inc. The CiscoJ libraries are “CiscoJCEProvider.jar”, “log4j-1.2.17.jar”, “slf4j-api-1.7.24.jar”, “slf4j-log4j12-1.7.24.jar”, “slf4j-simple-1.7.24.jar”, “bcpkix-jdk15on-154.jar”, and “bcprov-jdk15on-154.jar”. These libraries contain special implementations of several key cryptographic functions and supersede the older implementation in jtapi.jar.

The classpath should look something like the following, assuming your application contains a lib folder where all your third-party libraries are stored.

- For Windows (32 and 64 bit):
./libs/jcmFIPS.jar;./libs/cryptojcommon.jar;./libs/cryptojce.jar;./libs/sslj.jar;./libs/jtapi.jar

Even with the classpath set this way, the JTAPI security code works the same way as it does today, unless the application specifically requests to run in FIPS mode.

To request that JTAPI run in a FIPS-compliant mode, an application must use some of the new methods introduced with this feature development and specify a new “fipsCompliant” parameter as true. See “Interface changes” section below.

Interface Changes

[CiscoJtapiPeerImpl](#), on page 442, [CiscoProvider](#), on page 500, and [CiscoJtapiProperties](#), on page 443

Message Sequences

No impact.

Backward Compatibility

This feature is backward compatible. JTAPI, including secure providers, runs exactly as they do today, if the application does not specify that they wish to run in FIPS-compliant mode. This choice is deliberate; applications unaffected by FIPS compliance do not interact with FIPS compliance. No changes are required on the applications’ part.

Applications that want to operate in a FIPS-compliant mode has to explicitly request it when downloading certificates with JTAPI, and when opening a provider. In addition, applications are required to download supplementary cryptographic libraries (jar files) from the CUCM server, and modify their classpath accordingly to include them before the jtapi.jar library.

Forced Authorization and Client Matter Codes

Forced Authorization Codes (FACs) force the user to enter a valid authorization code prior to extending calls to specified classes of dialed numbers (DN), such as external, toll, or international calls. Authorization information is written to the Cisco Unified Communications Manager CDR database.

Client Matter Codes (CMCs) let the user enter a code before extending a call. Customers can use Client Matter Codes for assigning accounting or billing codes to calls that are placed, and Client Matter Code information is written to the Cisco Unified Communications Manager CDR database.

Supported Interfaces

Cisco Unified JTAPI supports FAC and CMC in the following interfaces:

- Call.Connect()
- Call.Consult()
- Call.Transfer(String)
- Connection.redirect()
- RouteSession.selectRoute()

Call.Connect() and Call.Consult()

When an application initiates a call with one of these interfaces to a DN that requires an FAC, CMC, or both codes, CiscoToneChangedEv is delivered on a CallObserver that also contains which code or codes are required for the DN. The getCiscoCause() interface returns CiscoCallEV.CAUSE_FAC_CMC for this even if it is delivered because of FAC_CMC feature. The getTone() interface returns CiscoTone.ZIPZIP to indicate that a ZIPZIP tone played.

Upon receiving the CiscoToneChangedEv, applications need to enter the appropriate code or codes by using the connection.addToAddress interface with a # terminating string. Digits either can be entered one at a time within the interdigit timer value (T302 timer) for each digit including the # terminating character, or all the digits, including the # termination character, can be entered within the T302 timer value that is configured in Cisco Unified Communications Manager Administration.

When FAC and CMC Are Both Required

For a DN that requires both codes, the first event is always applies for the FAC, and the second code applies for the CMC, but the application can send both codes, separated by a pound sign (#), in the same request. The second event remains optional, based on what the application sends in the first request.

The application can send both codes at the same time, but both codes must end with #. as shown in the following example:

```
connection.addToAddress("1234#678#")
```

where 1234 represents the FAC and 678 specifies the CMC.

In this case, the application does not receive a second CiscoToneChanged.

The first CiscoToneChangesEv will have getWhichCodeRequired() = CiscoToneChanged.FAC_CMC_REQUIRED, and getCause() = CiscoCallEv.CAUSE_FAC_CMC.

In response, one of the following cases can occur:

- The application sends FAC and CMC in the same connection.addToAddress(code1#code2#) request. In this case, no second CiscoToneChangedEv gets sent to the application.

- The application sends only a FAC code in `connection.addToAddress(code#1)`. In this case, the application receives a second `CiscoToneChangedEv` with `getWhichCodeRequired() = CiscoToneChangedEv.CMC_REQUIRED`.
- The application sends only part of the first code or the complete first code and incomplete second code (if the code is not terminated with #, it remains incomplete and the system waits for the T302 timer to expire and tries to validate the code). If the code is incomplete, a second `CiscoToneChangedEv` tone gets generated with `getWhichCodeRequired() = CiscoToneChangedEv.CMC_REQUIRED` and `getCause() = CiscoCallEv.CAUSE_FAC_CMC`.

PostCondition Timer

The PostCondition timer resets each time that the `connection.addToAddress` interface is invoked to send code. FAC and CMC must have the terminal # [for example, `Connection.addToAddress("1234#")`, where 1234 is the FAC]. The system waits for the T302 timer to expire, then extends the call if all codes have been entered. If all codes have not been entered, the system plays reorder tone. In this case, the application could receive `PlatformException` with `postConditionTimeout` even if the call is extended. To avoid this, the application needs to increase the postcondition timeout by using JTAPI Preferences.

If the application uses `call.connect()` or `call.consult()` to initiate a call, but the FAC or CMC (including #) is not entered from a Cisco Unified IP Phone within the postcondition timeout limit, the request could get a `platformException` with `postCondition timeout`, but the call may actually get extended. To avoid this, the application needs to increase the postcondition timeout by using JTAPI preferences.

Shared Lines

If the initiating party is a shared line, applications need to use `setRequestController` to set active terminalConnection before passing additional digits by using the `connection.addToAddress` interface.

Invalid or Missing Codes

If a code is invalid or no code is entered before the T302 timer expires, the call gets rejected with `callCtlCause` cause code as `CiscoCallEv.CAUSE_FAC-CMC`.

Call.transfer(String) and Connection.redirect()

Two additional string parameters (`facCode`, `cmcCode`) are added to these interfaces to support FAC and CMC. The default value for these codes represent null values.

No `CiscoToneChangedEv` gets delivered for these requests for DNs that require codes. A call that is conditionally redirected to a DN, a FAC, a CMC, or both, does not get rejected but remains connected if either code is incorrect.

RouteSession.selectRoute()

Two additional arrays of string parameters (`facCode`, `cmcCode`) support FAC and CMC. For each `routeselect` element, applications can specify the code for the DN. Applications need to specify null values for DNs that do not require any codes. The default values for the codes are null values.

If one `routeselect` element does not contain the correct code, the next element in the arrays gets tried. If all of them fail, `reRouteEvent` gets sent to the application.



Note The system does not support forwarding to a DN that requires an FAC or CMC code. The application can get the forward number to these DNs by using the Address API, but calls forwarded to these numbers are rejected.

Forwarding on No Bandwidth and Unregistered DN

This feature enhances the forwarding logic to handle the No Bandwidth & Unregistered DN cases:

- **No Bandwidth:** When a call cannot be delivered to a remote destination due to no bandwidth, the system reroutes the call to the AAR Destination Mask or voice mail. The user makes these configuration changes from the directory number window of the Cisco Unified Communications Manager GUI.
- **Unregistered DN:** When a call is placed to an unregistered DN, the system delivers the call to a DN that is configured for Call Forward on No Answer (CFNA).

When a call is forwarded due to Call Forward No Bandwidth (CFNB) to another cluster destination over a trunk/gateway that is using QSIG, call history might get lost. For example, if Phone A calls Phone B, which is in a low bandwidth location, with CFNB set to forward calls to Phone C, which is in a different cluster, and the QSIG protocol is used for this intercluster forwarding, then the original called party and the last redirecting party might not get passed to the destination party.

GetCallID in RTP Events

GetCallID provides an interface on RTP events to access any call information, such as calling party or called party, so applications can link RTP events with the calls.

The callLegID that is received in the RTP events from CTIManager gets used to determine the ICCNCall on the client side. This call passes on to the JTAPI layer, and the CiscoCall gets determined, from which CiscoCallID is obtained. This information gets used to construct the RTP events that are delivered to the application.

The following interface gets added to `CiscoRTPInputStoppedEv`, `CiscoRTPInputStartedEv`, `CiscoRTPOutputStoppedEv`, and `CiscoRTPOutputStartedEv`:

```
{ public CiscoCallID getCallID();
}
```

GetCallInfo

GetCallInfo interface on address provides applications with the ability to query CallInfo on an address. A query returns the CiscoAddressCallInfo object, which contains information about the number of active or held calls, maximum number of active or held calls, and the call object for current calls on the address. This interface also specifies what calls are at a specific address at a specific time.

Use the following interface to get information about calls that are present at the terminal:

```
{ public CiscoAddressCallInfo getAddressCallInfo(Terminal iterminal);}
```

GetGlobalCallID

GetGlobalCallID provides an interface on the CiscoCallID to get the nodeID and the Global Call ID (GCID) of the call; this exposes the GCID information that is available in the internal call object.

The following methods get added to the CiscoCallID interface:

```
{  
    /**  
     * returns the callmanager nodeID of the call  
     */  
    public int getCallManagerID();  
  
    /**  
     * returns the GlobalCallID of the call  
     */  
    public int getGlobalCallID ();  
}  
  
}
```

Hairpin Support

A hairpin call happens when the call leaves one cluster to some other device across the gateway, then comes back to a device in the same cluster. The GCID for the call coming back into the cluster would differ from the GCID that originally initiated the call, even though both are in the same cluster. In previous releases, if JTAPI controlled both parties, there were two connections: one for CiscoAddress.Internal and the other for CiscoAddress.External.

JTAPI supports hairpin calls when an application monitors both ends of the hairpin call. Previously, only one end of the hairpin call could be monitored because the address was represented only as a DN.

In the current release, if two addresses exist with the same DN but one is within the same cluster and the other is across the gateway, JTAPI creates a separate address object for the external DN, and only one connection is returned for an address, based on its type. This process avoids hairpin issues, as in previous releases when the address was represented only as a DN and when an application retrieved connections for the address it used to get two connections.

Since fixing these issues could have caused compatibility issues with previous releases, a generic solution for these issues was developed in this release. Calls that involve an external party with the same DN as the monitored local party are now properly supported; however, no new interface is added for this feature.

Backward Compatibility

This feature is not backward compatible.

Half-Duplex Media Support

Currently JTAPI media events `CiscoRTPInputStarted`, `CiscoRTPOutputStarted`, `CiscoRTPInputStopped` and `CiscoRTPOutputStopped` do not indicate whether media is half duplex (receive only / transmit only) or full duplex (both receive and transmit).

This enhancement adds the capability to provide this information in a JTAPI media event. JTAPI provides an interface on the above media events to query whether media is half duplex or full duplex.

The half duplex media support feature does not impact JTAPI backward compatibility.

A new interface `getMediaConnectionMode()` is added to Cisco Unified JTAPI RTP events. This interface will return the following values depending on the media:

- `CiscoMediaConnectionMode.NONE`
- `CiscoMediaConnectionMode.RECEIVE_ONLY`
- `CiscoMediaConnectionMode.TRANSMIT_ONLY`
- `CiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE`.

`CiscoRTPInputStarted/StoppedEv` should only return `RECEIVE_ONLY` and `TRANSMIT_AND_RECEIVE`. The interface should not return `NONE` or `TRANSMIT_ONLY`. If that happens, applications should ignore the event or log an error.

`CiscoRTPOutputStarted/StoppedEv` should only return `TRANSMIT_ONLY` and `TRANSMIT_AND_RECEIVE`. The interface should not return values `NONE` or `RECEIVE_ONLY`. If that happens, applications should ignore the event or log an error.

`CiscoMediaOpenLogicalChannedEv` should only return `RECEIVE_ONLY` and `TRANSMIT_AND_RECEIVE`. The interface should not return values `NONE` or `TRANSMIT_ONLY`. If that happens, applications should ignore the event or log an error.

public interface **CiscoRTPInputStartedEv**

int	<code>getMediaConnectionMode()</code> Returns <code>CiscoMediaConnectionMode</code>
-----	----------------------------------------------------------------------------------------

public interface **CiscoRTPOutputStartedEv**

int	<code>getMediaConnectionMode()</code> Returns <code>CiscoMediaConnectionMode</code>
-----	----------------------------------------------------------------------------------------

public interface **CiscoRTPInputStoppedEv**

int	<code>getMediaConnectionMode()</code> Returns <code>CiscoMediaConnectionMode</code>
-----	----------------------------------------------------------------------------------------

public interface **CiscoRTPOutputStoppedEv**

int	getMediaConnectionMode () Returns CiscoMediaConnectionMode
-----	---------------------------------------------------------------

Hold Reversion

The Hold Reversion feature provides applications with a notification when Cisco Unified Communications Manager notifies an address about the presence of a held call, when the call has been ONHOLD for a certain amount of time. Applications receive this notification as the `CiscoCallCtlTermConnHeldReversionEv` call control terminal connection event on their call observers on the particular address that has put the call ONHOLD. This notification is provided only once for the applications for the held call.

The event is sent only to the terminal connection of the terminal where the call was put on hold. If the address represents a shared line address, other terminal connections of the shared line address will not receive the event.

To receive this event, applications must add a call observer to the address. The cause for this event will be `CAUSE_NORMAL`. If the call observer is added after the hold reversion timer has expired and the notification has already been sent to the phone, applications will receive `CiscoCallCtlTermConnHeldReversionEv` with cause `CAUSE_SNAPSHOT`.

For more information, see [CiscoCallCtlTermConnHeldReversionEv, on page 360](#).

Hunt List

This feature enables the JTAPI application to observe addresses and terminals that are HuntList LineGroup members. Calls can arrive at these addresses either by another address calling it directly or through HuntPilot. When a call is made to HuntPilot, JTAPI creates a `CiscoHuntConnection` to represent HuntPilot and provides a Call Model that gives applications the information that the call is routed through HuntPilot. When a call is routed through HuntPilot and is connected to LineGroup Member, JTAPI call has three connections, two regular connections for calling and called addresses, and one `CiscoConnection` to HuntPilot through which that call was routed.

HuntPilot is not an observable address. The address representing Hunt Pilot is created when a call is made to a Hunt Pilot and is removed when the call is over. Applications cannot receive the Hunt Pilot address from the provider by using the `getAddress()` method.

In normal Hunt List calls, there are three connections, Calling, Hunt Pilot, and Hunt Member. When a call is made to the Hunt Pilot Directory Number, the call is offered to one of its members depending on the algorithm. The initial state of the call is Offering at the member. If members are not observed, the connection to Hunt Pilot goes through the normal states as `CallCtrlConnection` or `Connection`. If members are observed, connection to member goes to Offering state and the connection to Hunt Pilot goes to Established state. Applications must use the states of the observed party to track the state of the call.

`call.getCurrentCalledParty()` for a call to Hunt Pilot returns an address of type `CiscoAddress.HUNT_PILOT`. If the Hunt List member is the called address and is not observed by the application, connection to the member is created only when the call is answered.

`CiscoHuntConnection` extends `CallControlConnection` and can get into states that a call control connection could transition to expect for the network states.

Hunt pilots are represented by `CiscoAddress` objects and `getType ()` would return `CiscoAddress.HUNT_PILOT`.

Only addresses returned for `CiscoCall.getCurrentCalledAddress ()` and `CiscoCall.getCurrentCallingAddress ()` will have `CiscoAddress.HUNT_PILOT` type.

When calls to hunt pilot are involved in transfer or conference operations `CiscoTransferStartEv`, `CiscoTransferEndEv`, `CiscoConferenceStartEv` and `CiscoConferenceEndEv` are not delivered. Applications should use `CiscoCallChangedEv` to identify surviving call.

If consult calls or final call have `CiscoHuntConnection`, the application should not expect Transfer or Conference start and end events.

When configured in broadcast mode, all Hunt List members ring simulatenously. In JTAPI, call connections and terminal connections for Hunt List members are created only for members observed by the application.

Applications must enable this feature using the `setHuntListFeatureEnabled (boolean)` on `CiscoJtapiProperties`. This feature is disabled by default and applications are encouraged to adapt to the above call model and enable the feature using `setHuntListFeatureEnabled ()` API. Observing a hunt list member without enabling the feature using `setHuntListFeatureEnabled ()` is not a supported configuration and if observed, results in inconsistent call model and events. `setHuntListFeatureEnabled()` is introduced to enable applications that are currently using unsupported call scenarios with Hunt List to migrate to a supported model without breaking the existing functionality.

Applications can also enable this feature by adding, `HuntListEnabled = 1`, to `jtapi.ini` file and restarting the application.

Interface Changes

[CiscoHuntConnection](#), on page 419, [CiscoConnection](#), on page 394, [CiscoAddress](#), on page 297, [CiscoJtapiProperties](#), on page 443

Message Sequences

[Hunt List](#), on page 1028

Backward Compatibility

This feature is backward compatible.

Hunt List Connected Number

In Cisco Unified CM 9.0, the support for hunt pilots is enhanced to expose the connected number as the `modifiedCalledAddress` in a call involving a hunt pilot.

With this enhancement, when a user calls a hunt pilot and the call is answered by the hunt member L1, `call.getModifiedAddress()` returns the address of the member L1, whereas `call.getCurrentCalledAddress()` returns the address of hunt pilot. Before the call is answered, both these values will return the address of hunt pilot.

Interface Changes

There are no interface changes for this feature.

Message Sequences

See [Hunt List Connected Number](#), on page 1088

Backward Compatibility

This feature is backward compatible. To enable this feature, a new Hunt Pilot configuration, "Display Line Group Member DN as Connected Party" is introduced. Application may choose to enable or disable feature based on their requirements. By default, this feature is disabled.

Hunt Log Status

With this feature, the Cisco JTAPI interface includes the ability of a terminal to sign in and sign out of the hunt group through CTI applications. Previously, this functionality was only available from Cisco Unified CM Administration interface.

Once a terminal is logged into a hunt group, it is able to receive calls which are offered on the line group where the line of terminal is associated.

Cisco Terminal is enhanced with two new methods:

- `CiscoTerminal.getHuntLogStatus()`
- `CiscoTerminal.setHuntLogStatus()`

These two new methods are used to get and set the value of `huntLogStatus` and the three new constants `CiscoTerminal.DEVICE_HUNT_LOGGED_IN`, `CiscoTerminal.DEVICE_HUNT_LOGGED_OUT` and `CiscoTerminal.DEVICE_HUNT_NOT_APPLICABLE`. The value is `CiscoTerminal.DEVICE_HUNT_LOGGED_IN` by default for any terminal that has the ability to log in to the hunt group.

A new interface, `CiscoTermHuntLogStatusChangedEv`, is introduced for applications to be notified with the event `CiscoTermHuntLogStatusChangedEv` when the value of hunt log status is changed and the filter is set.

`CiscoTermEvFilter` is enhanced with two new methods: `CiscoTermEvFilter`.

`setHuntLogStatusChangedEvFilter(boolean filterValue)` and

`CiscoTermEvFilter.getHuntLogStatusChangedEvFilter()` to set and get the value of filter, if the application wants to be notified by the event `CiscoTermHuntLogStatusChangedEv` the filter should be set to true. The value of filter is false by default.



Note The above methods are invoked only on devices which have observers added on it and the terminal object is in service.

Interface Changes

[CiscoTermHuntLogStatusChangedEv](#), on page 678

[CiscoTerminal](#), on page 623

[CiscoTermEvFilter](#), on page 620

Message Sequences

[Hunt Log Status for Phone Devices](#), on page 928

Backward Compatibility

This feature is backward compatible.

Intercom

The Intercom feature allows one user to call another user and have the call answered automatically with one-way media from the caller to the called party, regardless of whether the called party is busy or idle. The called user can press the talk back softkey (unmarked key) on their phone display, or the called user can invoke the `join()` JTAPI API, that is provided on `TerminalConnection`, to start talking to the caller. Only a specially configured intercom address on the phone can initiate an intercom call. Cisco Unified JTAPI creates a new type of address object named `CiscoIntercomAddress` for intercom addresses that are configured on the phone. The application can get all the `CiscoIntercomAddresses` that are present in the provider domain by calling the interface `getIntercomAddresses ()` on `CiscoProvider`.

An intercom call can be initiated from the Cisco Unified JTAPI interface by calling the `CiscoIntercomAddress.ConnectIntercom ()` interface. The application provides an intercom target DN for this interface. If the intercom target DN is preconfigured or preset by the application, the application can get the target DN by calling the `CiscoIntercomAddress.getTargetDN()` interface; otherwise, the application must provide a valid intercom target for the call to be successful.

An intercom call is autoanswered at the intercom target; Cisco Unified JTAPI will move `TerminalConnection/CallCtlTerminalConnection` at the intercom target to the `Passive/Bridged` state. The application can invoke a `join ()` interface on the `TerminalConnection` of the intercom target to initiate talk back. If `join ()` is successful, the `TerminalConnection/CallCtlTerminalConnection` of the intercom target will move to an `Active/Talking` state. For an intercom call, Cisco Unified JTAPI only supports the following interfaces:

- `Call.drop ()`
- `Connection.disconnect ()`
- `CallCtlTerminalConnection.join ()`

The application cannot perform any feature operations on an intercom call. Cisco Unified JTAPI will throw an exception if the application invokes `redirect`, `consult`, `transfer`, `conference`, or `park` for a `Connection` on a `CiscoIntercomAddress`. The application will also receive an exception if it tries to invoke `setForwarding ()`, `getForwarding ()`, `cancelForwarding ()`, `unPark ()`, `setRingerStatus ()`, `setMessageWaiting ()`, `getMessageWaiting ()`, `setAutoAcceptStatus ()`, or `getAutoAcceptStatus ()` on `CiscoIntercomAddress`.

Applications can get the value of a configured intercom target DN and the label on a `CiscoIntercomAddress` from the provided API. Cisco Unified JTAPI provides two types of APIs: one to return the default and another to return the current value set for the intercom target. The default value is the intercom target DN and label that are preconfigured through Cisco Unified Communications Manager Administration. The current value is the interim target DN and label that the application sets. If the application has not set any value, the current value remains the same as the default value. Applications can invoke the API `setIntercomTarget ()` on `CiscoIntercomAddress` to set the intercom target DN, label, and unicode label. Only one application can set the intercom target, label, and unicode label for an intercom address. If two applications try to set the value, the first succeeds, and the second receives an exception. When an intercom target DN and label changes, Cisco Unified JTAPI provides a `CiscoAddressIntercomInfoChangedEv` to the `AddressObserver` that is added to `CiscoIntercomAddress`. If the application has set an intercom target DN and label, and a JTAPI or CTI failover or fallback occurs, JTAPI or CTI will restore the previously set value of the intercom target DN, label, and unicode label. If the JTAPI or CTI cannot restore the intercom target DN, label, or unicode label, Cisco Unified

JTAPI provides a `CiscoAddrIntercomInfoRestorationFailedEv` to the `AddressObserver` on `CiscoIntercomAddress`. In the case of an application failure, or if for any reason the application goes down, the target DN, label, and unicode label will reset to the default. JTAPI provides the interface `resetIntercomTarget()` on the `CiscoIntercomAddress` to reset the intercom target.

Auto-answer always stays enabled for `CiscoIntercomAddress`. The application can invoke the method `getAutoAnswerEnabled()` on `CiscoAddress` to get the auto-answer capability of an address.

For an intercom target that is connected with one-way media to the Intercom initiator, the device state would be set to `CiscoTermDeviceStateWhisper`. This is a new device state for the terminal object. In this state, the terminal can initiate a new call or receive a new incoming call. If the application enables a filter to receive this device state, the application receives `CiscoTermDeviceStateWhisperEv`. The application can enable a filter by calling `setDeviceStateWhisperEvFilter()` on `CiscoTermEvFilter`. The `DeviceStates` `DEVICESTATE_ACTIVE`, `DEVICESTATE_HELD`, and `DEVICESTATE_ALERTING` all override `DEVICESTATE_WHISPER`; if one call exists in active, held, or alerting state, and another in whisper, the `DeviceState` will be `DEVICESTATE_ACTIVE`, `DEVICESTATE_HELD`, or `DEVICESTATE_ALERTING`, respectively.



Note The Cisco Unified JTAPI implements the `javax.telephony.TerminalConnection` interface `join()` to let the intercom target talk back to the initiator. The system implements this interface for `CiscoIntercomAddresses` only. If applications invoke this interface for regular shared lines in a passive or bridged state, JTAPI throws a `MethodNotImplemented` exception.



Tip This feature is backward compatible if the application-controlled devices (terminals) do not have intercom lines configured on them. Applications can disable the intercom feature by not having an intercom line configured on the application-controlled devices (terminals).

For detailed information about these interface changes, see the following topics:

- [CiscoHuntConnection](#), on page 419
- [CiscoAddrIntercomInfoRestorationFailedEv](#), on page 319
- [Related Documentation](#), on page 297
- [CiscoCall](#), on page 340
- [CiscoProvider](#), on page 500
- [CiscoTermEvFilter](#), on page 620
- [CiscoTerminal](#), on page 623
- [CiscoTerminalConnection](#), on page 642
- [CiscoTermDeviceStateWhisperEv](#), on page 613

Intercom Support for Extension Mobility

In Release 6.0(1) of Cisco Unified Communication Manager, support for intercom feature was added. Intercom feature requires destination to be auto-answered with one-way audio; therefore, no shared addresses can be configured for intercom. When user logs in by using Extension Mobility (EM) profile, it is possible to end up with shared address for intercom; so, currently extension mobility is not supported with intercom. Due to the wide use of extension mobility, this CIA is addressing the need to support intercom for extension mobility while still maintaining the single destination nonsharable nature of intercom addresses.

This feature requires intercom addresses to be configured with default terminal, and allows configuring of intercom address on EM profile. When EM user logs in to a terminal with EM profile that is configured with an intercom address, intercom address is available only if default terminal of intercom address is same as terminal where user has logged in. If an intercom address is configured on terminal but default terminal for intercom address is not that terminal, intercom address does not appear on terminal. If this terminal is configured in the control list of Cisco Unified JTAPI application, JTAPI does not create intercom address in the provider domain. From Cisco Unified JTAPI point of view, there is no new interface or changes to support this feature. However, this feature introduces some transitional scenarios where intercom functionality may not work on intercom addresses. See the use cases.

Backward Compatibility

This feature is backward compatible.

IPv6 Support

This feature provides support for IPv6 addresses and CiscoUnified JTAPI is enhanced to support IPv6 connectivity to CTIManager. It enables Cisco Unified JTAPI applications to see the IPv6 address as the calling party address if the IPv6 support feature is enabled and if the Calling Party is using an IPv6-enabled phone. This feature support the following functions:

- Cisco Unified JTAPI exposes new API `canSupportIPv6()` on the `CiscoProviderCapabilities` Interface to indicate whether Cisco Unified Communications Manager configuration is supporting IPv6.
- Cisco Unified JTAPI closes the media or route terminal if there is mismatch between what has been previously registered and what is currently configured. `CiscoTermRegistrationFailedEv` and the new reason code `IP_ADDRESSING_MODE_MISMATCH` are then sent as per this scenario.
- The IP Address capability of the Terminal is exposed by API `getIPAddressingMode()` on the `CiscoTerminal` Interface. The IP Address capability is available on `CiscoTerminal/CiscoMediaTerminal` and `CiscoRouteTerminal`.
- The IPv6 calling party IP address is provided through the Cisco extensions of `CallCtlConnOfferedEv` and `RouteEvent` in an `InetAddress` object as well as the IPv4 address for IPv4-enabled devices.

The RTP Address in `CiscoRTPOutputStartedEv` and `CiscoRTPInputStartedEv` also has an IPv6 address in case the observed device is an IPv6 device. That is, the API `getLocalAddress()` on `CiscoRTPInputProperties` and the API `getRemoteAddress()` on `CiscoRTPOutputProperties` can now return an IPv6 format IP Address. The API returns an `InetAddress` object, and applications can verify that it is an instance of `Inet4Address` or `Inet6Address` to determine if it is an IPv4 or IPv6 format IP Address.

Applications must reset the devices after their IP Addressing Mode is changed, otherwise there might be ambiguity in the expected results.

From Release 7.1, Cisco Unified JTAPI provides `getIPAddressingMode()` API on `CiscoTerminal`. The `getIPAddressingMode()` API for CTI Ports and Route Points are also supported from this release.

Cisco Unified JTAPI extends the same API on `CiscoTerminal` and it returns the configured IP addressing mode of the IP phone on the Cisco Unified Communications Manager Admin pages. If the user modifies the IP Addressing mode from the Cisco Unified Communications Manager Admin pages after the device is registered, the device must be reset. The updated value from Cisco Unified JTAPI is exposed only after the IP phone is reset. If the configured IP Addressing mode supports both IPv4 and IPv6 addresses, the phone may be registered with either of these addresses or with both. This depends on conditions such as network type and Cisco Unified Communications Manager support for IPv6. So, if the IP Addressing mode mode supports both IPv4 and IPv6 addresses, `getIPAddressingMode()` on `CiscoTerminal` returns `CiscoTerminal.IP_ADDRESSING_MODE_IPV4_V6`.

Interface Changes

See [CiscoTerminal](#), on page 623

Message Sequences

See [IPv6 Support](#), on page 1180 and [IPv6 Support](#), on page 1309

Backward Compatibility

This feature is backward compatible.

iSac Codec

This enhancement provides support for iSac codec and enables the application to register `CiscoMediaTerminal` or `CiscoRouteTerminal` with iSac codec capability. For this codec, frame size and bit rate are variable and determined dynamically. Applications do not set these values.

The bit rate and `packetSize` that are exposed on interface `CiscoRTPInputProperties` and `CiscoRTPOutputProperties` will not be a constant for this codec, so application logic should not rely on these values if codec (`payloadType`) is iSac.

Interface Changes

See [CiscoIsacMediaCapability](#), on page 423

Message Sequences

[iSac Codec](#), on page 1106

Backward Compatibility

This feature is backward compatible.

Java Socket Connect Timeout

The Java Socket Connect Timeout enhancement enables the configuration of a timeout in seconds by using the Cisco Unified JTAPI specification and prevents connection delays to the CTI Manager when the primary CTI Manager. The default is 15 seconds.

If the default of 15 seconds is unacceptable to the application, the default JAVA API of zero (0) sets the behavior to the normal JAVA Socket Connect API.

The values range from 5 through 180 seconds. Zero defaults to Java behavior of the socket connect without any time-out for connection.

Interface Changes

See [CiscoJtapiProperties](#), on page 443.

Message Sequences

See [CiscoJtapiProperties](#), on page 1180.

Backward Compatibility

This feature is backward compatible.

Join Across Lines

In this version, this feature allows applications to conference two calls that are on different addresses of the same terminal. It will also let applications add participants to a conference using a noncontroller. Join across lines is not supported on CTI-supported phones that run SIP.

You can disable join across lines feature by turning off Join Across Lines Policy service parameter, while you can disable Conference Chaining and feature to allow noncontroller adding participant to conference by disabling the “Advanced Ad Hoc Conference Enabled” and “Non-linear Ad Hoc Conference Linking Enabled” service parameters.



Note Join Across Lines is supported only on phones that run SCCP.

Interface Changes

There are no interface changes for this feature. Applications can use the current conference interfaces to conference calls on different addresses on the same terminal.

Backward Compatibility

This feature is backward compatible.

Join Across Lines (Only SCCP)

The Join Across Lines feature allows support for conference across lines. It allows two or more calls on different addresses of the same terminal to be joined through the join softkey on the phone or conference() API that JTAPI provides. The behavior to JTAPI applications change, as applications do not perceive a common controller in final and consult calls.

There is no change in the API and the same events are delivered whether calls are conferenced on the same address (regular conference) or across addresses (Join across lines). When join across lines feature is performed CiscoConferenceStartEv/EndEv will be provided to all addresses on the controller terminal that have consult or final calls that are being joined together into one conference.

In CiscoConferenceStartEv, the conferenceControllerAddress will always be the primary controller address. Application can now set the controller via the setConferenceController() API. If application does not specify this, then JTAPI itself would find a suitable controller for the conference. Cisco recommends that applications set the controller address when Join Across Lines feature is invoked.

If observer is not added on the controller address, applications may see null values for either the talking or held terminal connection values in the CiscoConferenceStartEv. Before this release, when application tried a conference across lines, the request failed at the JTAPI layer itself. With this release, the conference() API implementation enhances all requests to pass through after finding suitable terminal connections of the final and consult calls. JTAPI relies on the common terminal of the addresses involved in the call to find suitable terminal connections. Multiple conference across address is also supported when more than two calls need to be joined. SIP devices in 5.1.2 release do not support this feature. JTAPI throws exception (ILLEGAL_HANDLE) if this feature is requested on a SIP device.

There are no interface changes for this feature. Behavior changes with respect to events provided to applications.

Backward Compatibility

This feature is backward compatible, as there are no changes in the behavior of conference when this feature is not enabled. You can enable or disable this feature on a per-device basis. If the Join Across Lines setting on the device is set to Default, the system-wide CallManager service parameter Join Across Lines Policy setting is used. If this feature is enabled and application does a join across lines, there is a difference in behavior as stated.

JTAPI applications written for Release 5.1 should be backward compatible with JTAPI that was released with Release 5.1.2. Consider a JTAPI client upgrade only if new features are used.

Join Across Lines or Connected Conference Across Lines

User experience is enhanced in this release by introducing Cisco Unified IP Phone models that fall outside the purview of existing Join Across Lines service parameter. For these phones this feature is always enabled, without any service parameter to turn it off. For a detailed feature description, information about interface changes, and use cases, see [Join Across Lines with Conference Enhancements \(SCCP and SIP\)](#), on page 112.

Usage Guidelines

The points below indicate how applications must use the Direct Transfer Across Lines feature:

- Applications must add Call Observer on the both the lines across which they try join across lines or connected conference.

- Earlier, applications were recommended to check if both the calls have a common address and if that common address is on the same Terminal. For Join Across Lines, it is not required to check if the address is common between two calls across which direct conference is invoked. It must be ensured that both the calls should each have an address that exists in common terminal.
- Cisco Unified JTAPI reports the same set of events, as it does currently, for conferencing of calls on the same address. Applications are not required do anything with these calls after invoking Conference() until receiving CiscoConferenceEndEv.
- As conference is done across addresses, applications do not get a common controller in CiscoConferenceStartEv and should upgrade the application logic. See [Event Flow Comparison and Sample Code, on page 108](#) for details.

Event Flow Comparison and Sample Code

The following table provides details of the event flow also sample code.

Table 3: Event Flow Comparison and Sample Code for Conference Invocation

Join on Same Lines	Join Across Lines
Setup	
Address A on Terminal T1 Address B1, B2 on Terminal T2 Address C on Terminal T3	Address A on Terminal T1 Address B1, B2 on Terminal T2 Address C on Terminal T3
Feature Invocation	
A calls B1[GC1 = GolbalCallID1] GC1: Connection A1 Conn1 GC1: Connection B1 Conn2 B1 calls C[GC2 = GolbalCallID2] GG2: Connection B1 Conn3 GC2: Connection C Conn4 GC1.conference(GC2)	A calls B1[GC1 = GolbalCallID1] GC1: Connection A1 Conn1 GC1: Connection B1 Conn2 B2 calls C[G = GolbalCallID2] GG2: Connection B2 Conn3 GC2: Connection C Conn4 GC1.conference(GC2)
Events Delivered to Application (assuming all parties are observed)	

Join on Same Lines	Join Across Lines
<p>GC1:</p> <p>CiscoConferenceStartEv</p> <p>[getConferenceControllerAddress() returns B1]</p> <p>ConnCreatedEv for C</p> <p>ConnConnectedEv for C</p> <p>CallCtlConnEstablishedEv for C</p> <p>TermConnCreatedEv for T3(Address C)</p> <p>CiscoConferenceEndEv</p> <p>GC2:</p> <p>CiscoConferenceStartEv</p> <p>[getConferenceControllerAddress() returns B1]</p> <p>TermConnDroppedEv for T2(Address B1)</p> <p>CallCtlTermConnDroppedEv for T2(Addresss B1)</p> <p>ConnDisconnectedEv for B1</p> <p>CallCtlConnDisconnectedEv for B1</p> <p>TermConnDroppedEv for T3(Address C)</p> <p>ConnDisconnectedEv for C</p> <p>CallCtlConnDisconnectedEv for C</p> <p>CallCtlTermConnDroppedEv for T3(Address C)</p> <p>CiscoConferenceEndEv</p> <p>CallInvalidEv</p> <p>CallObservationEndedEv</p> <p>Note GC2 - Disconnect events are for Address B1 on Terminal T2</p>	<p>GC1:</p> <p>CiscoConferenceStartEv</p> <p>[getConferenceControllerAddress() returns B1]</p> <p>ConnCreatedEv for C</p> <p>ConnConnectedEv for C</p> <p>CallCtlConnEstablishedEv for C</p> <p>TermConnCreatedEv for T3(Address C)</p> <p>CiscoConferenceEndEv</p> <p>GC2:</p> <p>CiscoConferenceStartEv</p> <p>[getConferenceControllerAddress() returns B1]</p> <p>TermConnDroppedEv for T2(Address B2)</p> <p>CallCtlTermConnDroppedEv for T2(Addresss B2)</p> <p>ConnDisconnectedEv for B2</p> <p>CallCtlConnDisconnectedEv for B2</p> <p>TermConnDroppedEv for T3(Address C)</p> <p>ConnDisconnectedEv for C</p> <p>CallCtlConnDisconnectedEv for C</p> <p>CallCtlTermConnDroppedEv for T3(Address C)</p> <p>CiscoConferenceEndEv</p> <p>CallInvalidEv</p> <p>CallObservationEndedEv</p> <p>Note GC2 - Disconnect events are for Address B2 on Terminal T2</p>
<p>Note Application logic is based on common transferControllerAddress and works fine in this case, because commonAddr is present in both final and consult call</p>	<p>Note There is no common address for controllers in final and consult call, but the controller TerminalName is same for both the controller addresses. So, application should rely on CommonTerminalName to find out the connections, terminal connections and controllers.</p>



Note In connected Conference Across Lines scenario, apart from the events mentioned, applications can see another temporary call GC3 going active(CallActiveEv) and GC3 goes idle (CallInvalidEv) immediately after the conference is completed.

Join on Same Lines Sample Application Code

```

Handle(CiscoCallEv event)
{
    ...
    ...
    if (event instanceof CiscoConferenceStartEv)
    {
        CiscoConferenceStartEv ev =
            (CiscoConferenceStartEv)event;
        processConference(ev);
    }
}
processConference(CiscoConferenceStartEv ev){
    CiscoAddress controllerAddr =
        ev.getConferenceControllerAddress();

    CiscoCall[] consultCalls = ev.getConferencedCalls();
    CiscoCall GC1 = ev.getFinalCall();
    CiscoConnection[] movedConns[] =
        findConnections(consultCalls, controllerAddr);

    //Additional App logic to clear connections.
}
Connection[] findConnections(CiscoCall[] calls, CiscoAddress addr){
    ArrayList connList = new ArrayList();
    for(x = 0; x < calls.length; x++)
    {
        CiscoConnection[] conns =
            calls[x].getConnections();
        for (i = 0; i<conns.length; i++)
        {
            if conns[i]
                .getAddress().equals(addr) {
                connList.add(conns[i]);
            }
        }
    }
    return connList.toArray(Connection[] conns);
}

```

Join Across Lines Sample Application Code

```

Handle(CiscoCallEv event)
{
    ...
    ...
    if (event instanceof CiscoConferenceStartEv)
    {
        CiscoConferenceEv ev =
            (CiscoConferenceStartEv)event;
        processConference(ev);
    }
}
processConference(CiscoConferenceStartEv ev){
    String controllerTermName =
        ev.getControllerTerminalName();
    CiscoCall[] consultCalls = ev.getConferencedCalls();
    CiscoCall GC1 = ev.getFinalCall();
    CiscoConnection[] movedConns = findConnections(consultCalls,
        controllerTermName);
}

```

```

//Additional App logic to clear connections.
}
Connection[] findConnections(CiscoCall calls, String termName){
    ArrayList connList = new ArrayList();
    for(x = 0; x < calls.length; x++)
    {
        CiscoConnection[] conns = calls[x].getConnections();
        for (i = 0; i<conns.length; i++)
        {
            CiscoTerminalConnection[] termConns =
                conns[i].getTerminalConnections();
            for(j = 0; j<termConns.length; j++)
            {
                if(termConns[j].getTerminal().getName.equals(termName)
                    && termConns[i].getState() !=
                    TerminalConnection.PASSIVE)
                {
                    connList.add(conns[i]);
                }
            }
        }
    }
    return connList.toArray(Connection[] conns);
}

```

Interface Changes

See [CiscoConferenceStartEv](#), on page 390

Message Sequences

See [Connected Conference or Join Across Lines Use Cases - New Phones Behavior](#) , on page 1217

Backward Compatibility

This feature is backward compatible.

This feature cannot be turned off for certain devices and Cisco Unified JTAPI always reports events for Join Across Lines for these phones. However, to provide backward compatibility for applications, a new permission to allow controlling these devices and to allow connected conference across lines has been added. A new standard role Standard CTI Allow Control of Phones supporting Connected Xfer and conf and a standard user group are also added. Applications can control these devices only if this new role is associated to the application user, assuming that application is using JTAPI client 7.1.2 or higher. So, by default these devices are listed as Restricted. The application must upgrade to handle this feature and associate the new permission to control these devices. If the application uses an older JTAPI client the devices are not restricted but if the application tries to observe these devices (which supports this feature to be invoked manually), JTAPI throws an exception and marks these devices as restricted from there on.

Cisco assumes that two or more applications do not control or observe the same terminal or address simultaneously. If they do, all instances of this application make changes to support this feature or coordinate to avoid any problem. Otherwise, application behavior may be unforeseen. For example, if App1 and App2 are two applications controlling or observing the same terminal or address and App1 makes changes to support this feature then App2 is also expected make changes to support the feature. Else, invocation of this feature by App1 on common devices can break App2.

As, the feature is designed to provide an enhanced user experience, Cisco strongly recommends that all Cisco Unified JTAPI applications should evaluate and support this feature and upgrade if necessary with the code logic to handle both the old and new behavior.

Join Across Lines with Conference Enhancements (SCCP and SIP)

Join Across Lines feature supports on CTI-supported SIP phones and SCCP phones. The enhancements are:

- Applications can conference two calls in which each conference is on a different address but on the same terminal.
- Add participants to a conference using a non-controller.



Note

You can disable Join Across Lines by turning off the Join Across Lines Policy service parameter. Conference Chaining and the feature that allows Non-Controller adding participant to conference can be disabled by disabling the Advanced Ad Hoc Conference Enabled and Non-linear Ad Hoc Conference Linking Enabled service parameters.

The following behavior occurs when an application issues a conference request, but selected and active calls are not part of the conference request. It also applies for user-selected calls that are not part of the conference request, but become part of the resulting conference:

- The Active Call on a Terminal is always added to the resulting conference when conference is invoked on a call on any address on that terminal. Consider that B1 and B2 addresses exist on the same terminal, then:
 - A --> B1- GC1
 - C --> B1- GC2
 - D --> B2- GC3 (active call)

The application invokes GC1.conference (GC2) and results in A-B1-C-D in a conference with GC1, although the call with D was not part of the conference request.

An active conference call on a terminal is added to the resulting conference when conference is invoked on a call on any line on that terminal. In this case, the active conference call becomes the surviving final call (provided the application-specified primary call is not a conference call).

In this example, the application specified primary call is cleared after the conference operation. It is possible that the application-specified primary call may not join the resulting conference and in that case the call is not cleared after the conference is complete.

- Consider that the B1 and B2 addresses on the same terminal and conf1 is a conference call with A-B1-C in conference with B1 as the controller, then:
 - B1 --> D – GC1 (on hold)
 - conf1 – GC2 (active call)
 - B2 --> E – GC3 (on hold)

Application invokes `GC1.conference(GC2, GC3)`. This results in A-B1-C-D-E in conference with GC2 as the surviving call. Although application had specified GC1 to be the primary call, GC1 does not survive after the conference.

The behavior also applies to regular conferencing with a common controller. Consider A, B, C, and D are lines on different terminals, then:

- A --> B - GC1
- C --> - GC2
- D --> - GC3 (active call)

The application requests `GC1.conference (GC2)`. This results in A-B-C-D in conference with GC1. Although a direct call with D was not part of the conference request, D joins the conference.

Interface Changes

There are no interface changes. You can use the current interfaces to conference calls on different addresses on the same terminal.

Message Sequences

[Join Across Lines with Enhancements, on page 805](#)

Backward Compatibility

This feature is backward compatible.

JRE 1.2 and JRE 1.3 Support Removal

This release of the `CiscoJTAPIClient` supports only JRE 1.4. There are no interface changes; however, the JRE 1.2 and 1.3 versions are no longer supported. This change is to support QoS, which is available only in the JDK 1.4 version (and above). In addition, `jtapi.jar` contains Cisco encryption files that depend on the JRE 1.3 version (and above). This provides a stronger password encryption algorithm when it is sent over TCP to CTIManager. As part of this feature, JTAPI invokes the API provided by IMS (Identity Management System, a Cisco Unified Communications Manager component) to encrypt a password before sending it.

JRE 1.4 also enables Cisco Unified JTAPI to use additional JDK 1.4 APIs. Applications that use previous versions of JRE must install JDK 1.4 to use Cisco Unified JTAPI.



Note There are no interface changes to JTAPI Applications, however `JTAPI.jar` contains `RSA jsafe.jar (3.3)` and `Apache log4j-1.2.8.jar` files. If Applications are using any jar files that are not compatible with these versions of `jsafe.jar (Version 3.3)` and `log4j-1.2.8.jar`, then JTAPI or the Application may not work, depending on which one is in the classpath first

As part of this migration, `JTAPIPreferences` and sample applications dependency on MS-JVM was also removed. Two new configuration parameters were provided on the Advanced tab in the JTAPI Preferences dialog box:

- JTAPI Post Condition Timeout

- Use Progress As Disconnected
- Backward compatibility

This feature is not backward compatible.

JTAPI Version Information

In order to connect to Release 5.0 of Cisco Unified Communications Manager Administration, JTAPI clients have to upgrade to the new version of JTAPI bundled with the Cisco Unified Communications Manager Administration Release 5.0. JTAPI version is in the form of 3.0(X.Y), where X and Y depend on the sub-release. Applications cannot connect with prior release of JTAPI.

Locale Infrastructure Development

This feature removes currently supported languages for Cisco Unified JTAPI client install. Cisco Unified JTAPI client install is only supported in English. It also adds the capability to dynamically update the locale in JTAPI Preference application from the Cisco Unified Communications Manager server. JTAPI Preference application will continue to support all the languages that are supported in prior releases. Support for adding new languages and updating locale files is also added.

Before this release, the Cisco Unified JTAPI client install and JTAPI Preferences application were localized during builds and did not add support for new languages or update locales for existing languages. The JTAPI client locale updates were performed in Cisco Unified Communications Manager maintenance releases. This feature adds capability to dynamically update locale file for JTAPI Preferences application, and JTAPI Client install is installable only in English languages.

The JTAPI Client install needs the Cisco Unified Communications Manager TFTP server IP address. The TFTP IP address is used for downloading locale files for the preferences application. If the TFTP IP address is not entered or an incorrect IP address is entered, the preference application displays only in English language. Further on, whenever new locale updates are available, JTAPI Preferences application will notify user about available updates and update locale files.

Interface Changes

There are no interface changes.

Message Sequences

[Locale Infrastructure Development Scenarios, on page 1136](#)

Backward Compatibility

This feature is backward compatible from the JTAPI Application perspective, but from the JTAPI Client install perspective, currently supported languages have been removed. In this regard, it is not backward compatible.

Logical Partitioning

This feature enables administrators to configure geographic locations and restrict calls that pass through a PSTN gateway to be connected directly to a VoIP phone or VoIP PSTN gateway in another geographic location. This feature allows use of single line analog phones and remains compliant with the Telecom Regulatory Authority of India (TRAI) regulation.

This feature can be turned off by using the Logical Partitioning Enabled service parameter, which is disabled by default.

Interface Changes

See [CiscoJtapiException](#), on page 424

Message Sequences

See [Logical Partitioning Feature Use Cases](#), on page 1306

Backward Compatibility

This feature is backward compatible.

Media Termination at Route Point

This feature enables multiple active calls at the route point, and applications can terminate media for all active calls by specifying the IP address and port number for each call or whenever media is established.

To use this feature, applications must register the route point by supplying media capabilities. When a call gets answered at this route point, `CiscoMediaOpenLogicalChannelEv` gets sent to the applications. This event gets sent whenever media is established. Applications must react to this event and specify the IP address and port number where they want to terminate media.

A `CiscoRouteTerminal` represents a special kind of `CiscoTerminal` that allows applications to terminate RTP media streams. Unlike a `CiscoTerminal`, a `CiscoRouteTerminal` does not represent a physical telephony endpoint, which is observable and controllable in a third-party manner. Instead, a `CiscoRouteTerminal` represents a logical telephony endpoint, which may get associated with any application that intends to route calls and also terminate media. Unlike `CiscoMediaTerminal`, `CiscoRouteTerminal` can have multiple active calls at the same time. Typically, `CiscoRouteTerminals` get used to place calls in queue until an agent is available to service the caller.



Note Only RoutePoint Terminals appear as `CiscoRouteTerminal` through JTAPI.

Terminating media comprises a three-step process.

1. The application registers its media capabilities with this terminal by using the `CiscoRouteTerminal.register` method.
2. An application adds an observer that implements `CiscoTerminalObserver` interface by using the `Terminal.addObserver` method.

- The application must add `addCallObserver` on `CiscoRouteTerminal` or on `CiscoRouteAddress` to receive `CiscoCall` object from the provider by using `CiscoRTPHandle`.

Applications receive `CiscoMediaOpenLogicalChannelEv` for each call and must supply the IP address and port number by using the `setRTPParams` method on `CiscoRouteTerminal`.

You must modify applications that are written for the `CiscoJtapiClient 1.4(x)` release or earlier to register with `CiscoRouteTerminal.NO_MEDIA_TERMINATION` if the applications are not interested in media termination.

Multiple applications can register with the same route point as long as they are registered with the same media capabilities and `registrationType`. All applications, if they have registered with `CiscoRouteTerminal.DYNAMIC_MEDIA_REGISTRATION` and then add a terminal observer, receive `CiscoMediaOpenLogicalChannelEv`, but only one application can invoke `setRTPParams`.



Note Applications that terminate media must use the `CallControl` package for answering and redirecting calls. Applications that only route calls can use a routing package.



Note Applications should be aware that, if any features are performed before reacting to `CiscoMediaOpenLogicalChannelEv`, the features may fail. If applications do not respond to these events in the time that is specified in the `Media Exchange Timeout` parameter in the Cisco Unified Communications Manager Administration windows, the call may fail.

The following new or changed interfaces exists for Media Termination at Route Point:

Interface `CiscoRouteTerminal` Extends `CiscoTerminal`

boolean	<code>isRegistered()</code> If the <code>CiscoMediaTerminal</code> gets registered, this method returns true. Otherwise, it specifies false.
boolean	<code>isRegisteredByThisApp()</code> If the application issues a successful registration request, this method returns true and remains true until the application unregisters the device. This remains valid even if the device is out of service because of <code>CTIManager</code> failure.
void	<code>register (CiscoMediaCapability[] capabilities, int registrationType)</code> The <code>CiscoRouteTerminal</code> must exist in the <code>CiscoTerminal.UNREGISTERED</code> state, and the provider must exist in the <code>Provider.IN_SERVICE</code> state.
void	<code>setRTPParams (CiscoRTPHandle rtpHandle, CiscoRTPParams rtpParams)</code> Applications set the <code>ipAddress</code> and the RTP port number to dynamically stream media for a call.

void	Unregister() Ensure the CiscoRouteTerminal is registered, and the provider is in the Provider.IN_SERVICE state.
------	---------------------------------------------------------------------------------------------------------------------------

Interface CiscoMediaOpenLogicalChannelEv Extends CiscoTermEv

int	getpacketSize () Returns the packet size of the far end in milliseconds.
int	getPayloadType () Returns the payload format of the far end, one of the following constants:
CiscoRTPHandle	getCiscoRTPHandle () Returns the CiscoTerminalConnection object on which applications must invoke the setRTPParams request.

Interface CiscoRTPHandle

int	getHandle() Returns an integer representation of this object, currently the Cisco Unified Communications Manager CallLeg ID.
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CiscoProvider

CiscoCall	getCall (CiscoRTPHandle rtpHandle) Returns the call object with the rtpHandle that is associated with a specific terminal. If no callobserver gets added to the terminal at the time when the applications receive CiscoRTPHandle in CallOpenLogicalChannelEv, CiscoCall may register null.
-----------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

For details on these interfaces, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for media termination at route point, see [Message Sequence Charts, on page 765](#)

Media Termination Extensions

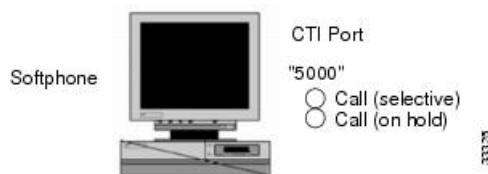
The media termination feature allows applications to transmit and capture the bearer of a call, for example, audio or video. This action sometimes gets referred to as “rendering and recording” or “sourcing and sinking” media. It remains distinct from call control because media termination concerns the data that flows between endpoints in a call, not the details of setting up or tearing down calls. For example, an automatic call distributor (ACD) uses call control to route calls among available agents but does not terminate media. An interactive voice response (IVR) application, on the other hand, uses call control to answer and disconnect calls and uses media termination to play sound files to callers.

Although no telephony applications are solely interested in media termination, this feature always gets used in combination with call control. JTAPI 1.2 primarily represents a call control specification and offers very

limited support for applications that require media termination. Because the Cisco Unified Communications Solutions platform supports media termination to a much greater degree than JTAPI standard, the Cisco Unified JTAPI implementation extends JTAPI to add full support for this feature.

In Cisco Unified JTAPI, software-based media termination occurs by using Computer Telephony Integration (CTI) ports. They include one or more lines (dialable numbers) that can be used to originate or receive calls. They however need a controlling application to provide the source and sink of the media. An application registers its interest in the media termination port with the Cisco Unified Communications Manager. The Cisco Unified Communications Manager then delivers all the events that relate this virtual device to the application. In Cisco Unified JTAPI, CTI ports get referred to as CiscoMediaTerminals. The following figure shows the CTI port configuration. For details about administering and configuring a CTI port, refer to the Cisco Unified Communications Manager Administration information.

Figure 8: CTI Port Diagram



To implement a softphone application (where the PC acts as the telephone set, for example), the Cisco Unified JTAPI application would manage a CTI port.

Message Waiting Indicator Enhancement

The Enhanced Message Waiting Indicator (MWI) feature enables applications to provide the following message counts to be displayed on phones that support the enhanced message waiting counts:

- Total number of new voice messages (includes normal and high priority messages)
- Total number of old voice messages (includes normal and high priority messages)
- Number of new high priority voice messages
- Number of old high priority voice messages
- Total number of new fax messages (includes normal and high priority messages)
- Total number of old fax messages (includes normal and high priority messages)
- Number of new high priority fax messages
- Number of old high priority fax messages

Two new APIs are added as CiscoAddress JTAPI extensions to provide the enhanced MWI message summary information. Similar to the existing setMessageWaiting APIs, one of the APIs allows summary information to be set up for the observed address. The other API allows message summary information to be set up on any address that is reachable on the observed address, as defined by the configured calling search space of the observed address.

These new APIs can also be used on phone types that do not support the enhanced message counts. If used on non-supported phones, these APIs behave similar to the existing setMessageWaiting method, that is, only the messaging waiting indicator lamp is turned on or off and counts are not displayed.

Interface Changes

See [Related Documentation, on page 297](#)

Message Sequences

See [Enhanced MWI Use Cases, on page 1218](#)

Backward Compatibility

This feature is backward compatible. The existing setMessageWaiting APIs will not be modified. Applications that do not want to use the new enhanced MWI feature can continue to use these APIs for setting the MWI lamp.

Modifying Calling Number

This feature enables applications to modify the calling party DN in the select route API from the route point. Applications may pass an array of modifying calling numbers in the selectRoute API and an array length of modifying calling numbers may equal the length of the route that is selected. If no modifying calling number element is present for a corresponding routeSelected index or if the element is null, then no modifying calling number gets set for that route selected element.

Two new interfaces getModifiedCallingAddress () and getModifiedCalledAddress () are exposed on the call object, which returns modified calling or called number. If no modification occurs, these interfaces may return the same values as getCurrentCallingAddress () and getCurrentCalledAddress () interfaces. If an application is only controlling the route point and modifies the calling number by using selectRoute API, it may not get modified calling address in the getModifiedCallingAddress interface. If an application is controlling any calling or called parties, it may get correct values after it receives call control events after the calling number is modified.

A new interface, getRouteSelectedIndex (), gets exposed on the new class CiscoRouteUsedEvent, an extension of RouteUsedEvent, which gives the index of the selected route. Applications need to cast the RouteUsedEvent to the CiscoRouteUsedEvent to get access to this method.

Example

```
routeSelected[0] = 133555
routeSelected[1] = 144911
routeSelected[2] = 143911
routeSelected[3] = 5005

modifiedCallingNumber[0] = null
modifiedCallingNumber[1] = 9721234567
modifiedCallingNumber[2] = 9721234568
modifiedCallingNumber[3] = null
```

If routeSelected[0] or routeSelected[3] is selected for routing, the modifying calling number may not get applied.

You can only use this feature after an administrator enables the modifying calling number check box in the Cisco Unified Communications Manager Administration for a particular user, which by default is False. If it is not configured, a RerouteEvent with the cause of RouteSession.CAUSE_PARAMETER_NOT_SUPPORTED gets sent to the applications. The application that is modifying the calling number needs to be aware that

display name on the called party is affected, and subsequent feature interactions of the calling or called party may result in inconsistent behavior.

The following new or changed interfaces exist for Modifying Calling Number:

CiscoRouteSession

void	<pre>selectRoute (java.lang.String[] routeSelected, int callingSearchSpace, String[] modifiedCallingNumber)</pre> <p>This interface allows applications to modify the calling party number to the routeSelected address. If no modifiedCallingNumber element exists for the corresponding routeSelected element, the calling number does not get modified if a call gets routed to that particular routeSelected element.</p>
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CiscoCall

javax.telephony.Address	<pre>getModifiedCalledAddress ()</pre> <p>This interface returns a modified called address for the call if an application modifies the calling party by using the selectRoute API; however, this information may not be accurate if an application is only controlling the route point that modifies the calling number. If no modified calling number gets performed, this acts similar to the getCurrentCalledAddress interface. Typically, this gets varied from getCurrentCalledAddress when a feature gets invoked after modified calling number modifications.</p>
javax.telephony.Address	<pre>getModifiedCallingAddress ()</pre> <p>This interface returns a modified calling address for the call if an application modifies the calling party by using the selectRoute API; however, this information may not be accurate if an application is only controlling the route point that modifies the calling number. If no modified calling number gets performed, this interface acts similar to the getCurrentCallingAddress interface.</p>

CiscoRouteUsedEvent

int	<pre>getRouteSelectedIndex ()</pre> <p>This method returns an array index of the route to where the call gets routed.</p>
-----	---------------------------------------------------------------------------------------------------------------------------

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for Modifying Calling Number, see [Message Sequence Charts, on page 765](#).

Multilevel Precedence and Preemption Support

Cisco Unified Communications Manager enables the use of supplementary services by phones that are configured for Multilevel Precedence and Preemption (MLPP). Cisco Unified Communications Manager does this by maintaining the precedence level for calls.



Note JTAPI does not provide the precedence level of applications.

Multiple Calls Per DN

Multiple calls per DN represent the ability to support multiple calls on a line (DN) and the features operation on these calls. Prior to Cisco Unified Communications Manager Release 4.0(1), the system supported a maximum of only two calls. Cisco JTAPI now supports multiple calls per line, which allows multiple calls on the same line and feature operation on that line.

No interface or message flow changes occurred for Multiple Calls Per DN.

Native Queuing

It is very common in a Cisco Unified CM deployment that a hunt pilot has more calls distributed through the call distribution feature than its hunt members can handle at any given time. Native Queuing feature holds the calls in a queue until they are answered. When a hunt member is available, the call is removed from the queue and offered to the hunt member.

To enable this feature, the Cisco Unified CM administrator needs to enable the check box **Queue Calls** in **Queuing** section of the **Hunt Pilot configuration** page. Following settings are available under Native Queuing feature configuration:

- **Maximum Number of Callers Allowed in Queue (1–100):** This is the queue depth configuration and reflects the maximum number calls that can be in the queue at any point of time.
 - **Destination When Queue is Full:** User Configurable Destination number to which the calls are forwarded when the Maximum Number of callers allowed in queue limit is reached.
 - **Disconnect:** This option results in the call getting rejected and dropped when the Maximum Number of callers allowed in queue limit is reached.
- **Maximum Wait Time in Queue (10–3600 seconds):** User configurable Maximum wait time a call can be in the queue.
 - **Destination When Maximum Wait Time is met:** User Configurable destination DN to which the call is forwarded when the maximum wait time in queue is reached.
 - **Disconnect:** This option results in the call getting rejected and dropped when the the maximum wait time in queue is reached.
- **When There Are No Hunt Members Logged In or Registered:** User configurable destination DN to which the queue feature forwards the calls when none of the hunt members in the HuntPilot are registered or logged in.
 - **Disconnect:** This option results in the call getting rejected and dropped when there are no hunt members available for the dialed hunt pilot.
 - **Destination:** User Configurable destination DN to which the call is forwarded when no hunt members available for the dialed hunt pilot.

If a caller calls a hunt pilot with all its members busy, a `CiscoHuntConnection` will be created temporarily. Then, when this feature is enabled, the hunt connection will drop and a new connection will be created which will have the address name same as that of the hunt pilot and the address type will be `CiscoAddress.INTERNAL`. This new connection will be moved to `CallControlConnection.QUEUED` state and it will remain in this state until the call gets dequeued or dropped.

Cisco JTAPI exposes the following new reasons:

- `CiscoFeatureReason.REASON_QUEUING`
- `CiscoFeatureReason.REASON_DEQUEUING`
- `CiscoFeatureReason.REASON_DEQUEUING_TIMER_EXPIRED`
- `CiscoFeatureReason.REASON_DEQUEUING_AGENTS_BUSY`
- `CiscoFeatureReason.REASON_DEQUEUING_AGENTS_UNAVAILABLE`

The above reasons indicate when a call gets enqueued and dequeued respectively because of the various configurations on the Hunt Pilot.



Note The behavior is different when conferencing a queued calls. If a caller which is in a queue conferences the call with another party, then the queued connection is dropped and a new connection is created with the address of the hunt pilot number and the address type is `CiscoAddress.UNKNOWN`, and it will be moved to `CallControlConnection.ESTABLISHED` state.

If a call is removed from the queue, for example when an agent becomes free, the agent will be added to the conference and a connection will be created for it. For the Hunt Pilot, JTAPI creates a normal connection instead of a `CiscoHuntConnection`. This is a limitation of JTAPI in handling a conference with Hunt Pilot.

In a case where only the Hunt member is observed, there will be no issues and JTAPI will be able to handle it.

Interface Changes

See [CiscoFeatureReason](#), on page 416

Message Sequences

See [Native Queuing](#), on page 1377.

Backward Compatibility

This feature is backward compatible. Check the **Queue Calls** checkbox in the Hunt Pilot Configuration window to enable this feature. By default this feature is disabled.

Network Alerting

In earlier releases of CiscoJTAPI (CiscoJTAPI versions 1.4(x.y)), when a call was made to an address outside of the cluster, `CallCtlConnNetworkReachedEv` and `CallCtlConnNetworkAlertingEv` events were delivered to the far end address.

In later versions of Cisco Unified Communications Manager (4.0 and above) and Cisco Unified JTAPI (2.0), these events were not delivered. In these versions `CallCtlConnection` for the far end address went to the ESTABLISHED state from the OFFERED state. The previous versions of Cisco Unified JTAPI delivered `CallCtlConnOfferedEv`, `CallCtlConnEstablishedEv` for the far end address when a call was made across a gateway with “overlap sending” turned off. `CallCtlConnNetworkReachedEv` and `CallCtlConnNetworkAlertingEv` events were not delivered to the application.

In Cisco Unified Communications Manager 4.0 and 4.1, the “Allow overlap sending” flag on the route pattern configured for the gateway or the “AllowNetworkEventsAfterOffered” parameter in `jtapi.ini` needed to be turned on to receive network events.

In Cisco Unified Communications Manager Release 5.0, if the “Allow overlap sending” flag is enabled, an application sees `ConnCreatedEv`, `CallCtlConnNetworkReachedEv`, `CallCtlConnNetworkAlertingEv`, and `CallCtlConnEstablishedEv` for the far end address for calls across a gateway.

If the “Allow overlap sending” flag is not enabled, an application sees `ConnCreatedEv`, `CallCtlConnOfferedEv`, `CallCtlConnNetworkReachedEv`, `CallCtlConnNetworkAlertingEv`, and `CallCtlConnEstablishedEv` for the far end address for calls across a gateway.



Note `AllowNetworkEventsAfterOffered` is not available in Cisco Unified Communications Manager Release 5.0. The above events are delivered regardless of the `jtapi.ini` parameter setting.

Backward Compatibility

This feature is not backward compatible.

Network Events

In previous releases of Cisco Unified JTAPI, when a call is made to an address outside the cluster, `CallCtlConnNetworkReachedEv` and `CallCtlConnNetworkAlertingEv` events are delivered for the far-end address.

In Cisco Unified Communications Manager 4.0 and later, these events do not get delivered. In these versions `CallCtlConnection` for the far-end address goes to the ESTABLISHED state from OFFERED state. The application will receive `CallCtlConnOfferedEv`, `CallCtlConnEstablishedEv` for the far-end address. The `CallCtlConnNetworkReachedEv` and `CallCtlConnNetworkAlertingEv` events do not get delivered to the application. To receive network events, the “Allow overlap sending” flag on the route pattern that is configured for the gateway must be turned on.

A new `jtapi.ini` parameter, `AllowNetworkEventsAfterOffered`, that is introduced allow the application to control the delivery of these events. Applications that need the network events but cannot turn on this flag can use this new `jtapi.ini` parameter to receive network events for outgoing calls.

To turn on the parameter, complete the following steps:

Procedure

-
- Step 1** Run jtprefs and select the required options. This creates jtapi.ini file in c:\winnt\java\lib, if Cisco Unified JTAPI is installed in the default directory. If the jtapi.ini file already exists, you can update the file directly without running jtprefs.
- Step 2** Add AllowNetworkEventsAfterOffered = 1 to the end of the file and save it.
- Step 3** Repeat the preceding step every time Cisco Unified JTAPI is reinstalled.

When the AllowNetworkEventsAfterOffered flag is enabled, the application will receive CallCtlConnOfferedEv, CallCtlConnNetworkReachedEv or CallCtlConnNetworkAlertingEv and CallCtlConnEstablishedEv for the far-end address.

New Error Code in CiscoTermRegistrationFailedEv

This event is sent to application when TerminalRegistration fails for some reason. The return value of getErrorCode() interface indicates the type of failure. On receiving this event, application should try to reregister the Terminal. In this version a new return value is added to this interface.

CiscoTermRegistraionFailedEv.UNKNOWN is introduced in this version to handle unknown failures.

Backward Compatibility

This feature is backward compatible.

Noncontroller Adding of Parties to Conferences

Any party in a conference can now add participants into the conference. In previous releases, only the conference controller could add participants.

- [CiscoConferenceStartEv](#), on page 390 contains an identifier for the requestor party.
- The method getConferenceControllerAddress returns the terminal connection of the requestor.
- The new method getOriginalConferenceControllerAddress() for [CiscoConferenceStartEv](#), on page 390 returns the terminal connection of the original controller.

Park DN Monitor

Cisco Unified JTAPI applications can register to receive events when calls are parked and unparked. CiscoProvCallParkEv events will be delivered to provider observer when the application registers for this feature. To successfully register for this feature, ensure that the “call park retrieval allowed” flag for the user is turned on. You can access this flag with the user configuration on Cisco Unified Communications Manager Administration. After registering for this feature, the application will receive CiscoProvCallParkEv events whenever a call is parked or unparked from any device in the cluster.

The following new interfaces allow applications to register and unregister for this feature:


```
public interface CiscoProvider {
    public void registerFeature ( int featureID ) throws
        InvalidStateException, PrivilegeViolationException;
    public void unregisterFeature ( int featureID ) throws
        InvalidStateException;
}
```

The *featureID* is CiscoProvFeatureID.MONITOR_CALLPARK_DN.

Park Monitoring and Assisted DPark Support

This feature provides a new park reversion behavior to applications invoking park request. Currently, when the park reversion timer expires, the call is reverted to the address of the parker. With the new behavior, the call remains parked at the park DN, even as the Park Monitoring reversion timer expires.

This feature also enables status monitoring of the parked call at the address of the parker. After a call is parked using the existing `CiscoConnection.park()` JTAPI API on newer phones or directly from the phone itself, Cisco Unified JTAPI delivers a new event `CiscoAddrParkStatusEv`, which includes the current status of the parked call. The application must then add `AddressObserver` on the address of the parker, and enable a filter to receive this event. If application adds an observer after the call is parked, then the events are delivered with `CAUSE_SNAPSHOT`. The park status in the new event can be one of the following:

- **Parked**—Indicates a call was parked by the user of the application.
- **Reminder**—Indicates the park monitoring reversion timer for the parked call has expired.
- **Retrieved**—Indicates a previously parked call was retrieved.
- **Abandoned**—Indicates a previously parked call is disconnected while waiting to be retrieved.
- **Forwarded**: indicates the parked call has been forwarded to the configured Park Monitoring Forwarded No Retrieve destination, as the Park Monitoring Forward-No-retrieve timer has expired.

When the cause is `CAUSE_SNAPSHOT` the park status can be either `Parked` or `Reminder` state only.

On the phone, these notifications are targeted, that is, only the device parking the call can see these notifications (devices sharing line with the parker's device does not receive similar notifications). In Cisco Unified JTAPI, `getTerminal()` interface on `CiscoAddrParkStatusEv` has been added to manage this. This returns the terminal on whose address, these notifications were received and this is the terminal that parked the call.

Cisco Unified JTAPI also provides the `CiscoCallID` to applications in this new event. Applications may use this to retrieve the call object. However `CiscoCallID.getCall()` may return null value if the call does not exist in the provider's domain at the time this event is received.

Cisco Unified JTAPI provides a new interface `CiscoAddrEvFilter` to control or filter the new event notifications to applications. Applications may get or set the filter value through the APIs `getCiscoAddrParkStatusEvFilter()` and `setCiscoAddrParkStatusEvFilter()` on the `CiscoAddrEvFilter` interface. Two new methods, `getFilter()` and `setFilter()`, have also been provided in the `CiscoAddress` to get and set the values of the filters in the `CiscoAddrEvFilter` interface. Applications receive the new event notification `CiscoAddrParkStatusEv` only if the filter is enabled and the `setFilter()` is invoked on `CiscoAddress`. By default, the filter value for `CiscoAddrParkStatusEvFilter` is false to maintain backward compatibility.

When a call is parked, the Park monitoring reversion timer starts and then expires. After this, Park Monitoring Forward No Retrieve timer starts. When this timer expires, and the Forward No Retrieve destination is configured, the call is forwarded to this destination. A new `CiscoFeatureReason` `FORWARD_NO_RETRIEVE`

is delivered in the connection events, when connections are created at the forwarded destination. If the Forward No Retrieve destination is not configured, call is forwarded back to the parker's DN, with the same reason as when park reversion occurs (CiscoFeatureReason.PARKREMINDER).

When application invokes `CiscoAddress.getAddressCallInfo(Terminal term)`, the `CiscoAddressCallInfo` which is returned is now enhanced to include number of parked calls. This returns the number of parked calls. Cisco Unified IP Phone 7900 Series with SIP/SCCP returns zero value even if there are calls parked by this address.

This feature is applicable only when newer phones park the call. If Cisco Unified IP Phone 7900 Series with SIP/SCCP, parks the call, user continues to see the existing behavior. So, if a Cisco Unified IP Phone parks the call and is sharing a line with a Cisco Unified IP Phone 7900 Series with SIP, the new Park Monitoring enhancements can be seen. However, if the Cisco Unified IP Phone 7900 Series with SIP or SCCP invoked park, the old Park behavior would be seen on all the phones, if application is monitoring any of these lines.

Users can set the Park Monitoring Reversion Timer to zero and set the Park Monitoring Forward No Retrieve Destination to the existing Park Reversion Duration timer to get the old behavior on the Cisco Unified IP Phone (provided the Forward No Retrieve destination is not configured) if the user so desires. However, the event notification cannot be controlled.

On Cisco Unified Communications Manager Service Parameter pages, the timers mentioned above can be configured. These would apply only for SIP versions of future models of Cisco Unified IP Phone .

Park Monitoring Reversion timer: This timer is started as soon as the call is parked. This is the amount of time that a call remains parked before the user is reminded that there is a parked call. The range is 0-1200 seconds, with default value of 60 seconds.

Park Monitoring Periodic reversion timer: The frequency in which the user is reminded about the parked call. The range is 0-1200 seconds, with default value of 30 seconds.

Park Monitoring Forward No Retrieve timer: This timer is started when the park monitoring reversion timer expires. This is how long, in seconds, the park reminder notification plays before the parkee is redirected to the parker's Park Monitoring Forward No Retrieve (FNR) destination. The range is 30-1200 seconds, with default value of 300 seconds.

Park Monitoring Forward No Retrieve Destination is configurable on the line page in Cisco Unified Communications Manager Line page settings.

Assisted DPark provides an alternative one step way to perform DPark operation on phones. When user performs Assisted DPark from newer phones and application is monitoring the parked party, Cisco Unified JTAPI provides reason `CiscoFeatureReason.REASON_REFER` in the connection events (`ConnCreatedEv`, `ConnInProgressEv` and `CallCtlConnQueuedEv`) for DPark DN. Currently when DPark is done, application gets connection events with `CiscoFeatureReason.REASON_TRANSFER`.

Interface Changes

See [CiscoAddrParkStatusEv](#), on page 324

Message Sequences

See [Park Monitoring Support](#), on page 1275

Backward Compatibility

Park Monitoring enhancements and Assisted DPark support are backward compatible.

The new park reversion behavior improves the user experience to allow the parked call to be retrievable for as long as possible. It also improves the usability of the park feature by allowing the user to monitor the status of a parked call through the new event being delivered.

Applications can conditionally enable/disable filter to receive event via `setCiscoAddrParkStatusEvFilter()` API on `CiscoAddeEvFilter`. By default this filter is disabled and therefore maintains backward compatibility.

If the application uses a JTAPI client older than 7.1.2, the devices are not restricted but if the application tries to observe these devices (which supports this feature to be invoked manually), JTAPI throws an exception and marks these devices as restricted from there on.

Park Reminder

When a parked call is not retrieved for a specified time, a reminder call returns to the address that parked the call, and Park Number connection moves to the Disconnected state. The call reconnects and moves to the Established state. A terminal connection in Talking state gets created for the address that parked the call.

Park Retrieval

When a call is parked from an IP phone, the park number displays on the phone. Any terminal can unpark the call by dialing the park number. When a call is unparked, a new call gets created with connections to unparked address. The `CallControlConnection` for the park number in the original call, which is in the Queued state, moves to the Disconnected state.

Partition Support

Prior to Cisco Unified Communications Manager Release 5.0, JTAPI did not support partitions. JTAPI considered addresses with the same DN, but different partitions, as same address. It created only one Address object for such cases because addresses are identified only by their DN and not by their partition information.

Beginning with Release 5.0, JTAPI supports addresses that have the same DN but belong to different partitions and treats them as different addresses. Partition information of the addresses is exposed to applications through the methods specified below. Applications that want to make use of this partition support feature must use the API provided to them through JTAPI interfaces and use the address objects accordingly.

This feature is backward compatible. JTAPI supports the current APIs that are used to open and access address objects.

In Cisco Unified Communications Manager Release 5.0, JTAPI is partition aware, and the following configurations are supported.

- Addresses with the same DN, in the same partition, and in different devices get treated as shared lines.
- The system does not allow addresses with the same DN, in the same partition and in the same device.
- Addresses with the same DN, in different partitions, and in the same device get treated as different addresses. Two address objects get created for this scenario, and the application can distinguish between the two by calling the `getPartition()` API on the address objects.

- Addresses with the same DN, in different partitions, and in different devices get treated as different addresses. Two address objects get created for this scenario and the application can distinguish between the two by calling the `getPartition()` API on the address objects.

Partition support changes in JTAPI are confined to the address objects and do not affect any other functions or classes of JTAPI. The following sections specify the interface changes.

CiscoAddress Interface

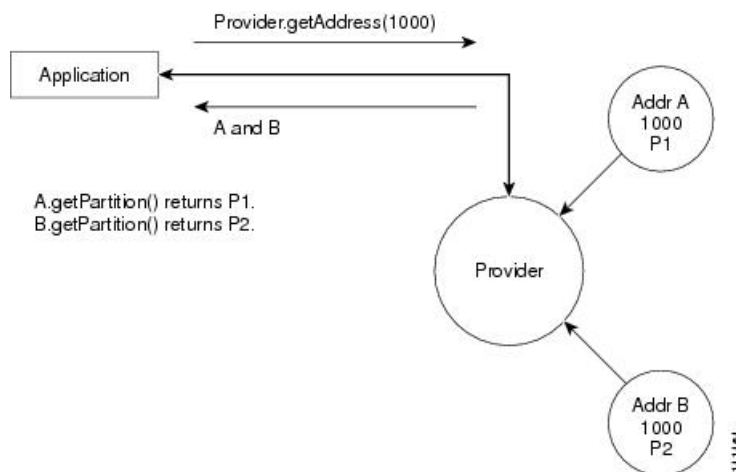
A new method is provided in this class with the following signature.

```
string getPartition ()
```

Returns the partition string of the address object. Applications need to use this method to get the partition information. JTAPI uses this partition information to distinguish between addresses that have the same DN but belong to different partitions and sends the partition information to open the specific addresses.

For example, a provider open returns two addresses, A(1000, P1) and B (1000, P2), where A and B denote the address objects, 1000 denotes the DN of the address objects, and P1, P2 indicate the partitions to which the addresses belong.

Figure 9: Provider Open Returns Two Addresses



When the user invokes `A.getPartition()`, P1 gets returned while `B.getPartition()` returns P2.

The `provider.getAddresses()` method returns multiple addresses in which the Address objects have the same DN but different partition information. An Application can use this method to distinguish between two Address objects that have the same DN but belong to different partitions.

CiscoProvider Interface

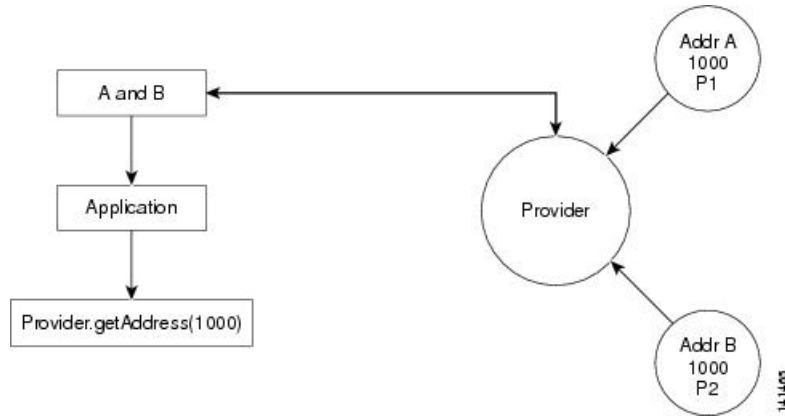
The `CiscoProvider` interface provides the following methods:

Address[]	<pre>getAddress(String number)</pre> <p>Returns an array of Address objects that corresponds to the number and different partitions.</p>
-----------	------------------------------------------------------------------------------------------------------------------------------------------

Address	<pre>getAddress(String number, String partition)</pre> <p>Returns the Address object that has the same DN as the number parameter and belongs to the same partition as specified by the partition parameter.</p>
---------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

If two addresses A(1000, P1) and B(1000, P2) exist, where A and B denote the address objects, 1000 denotes the DN of the address objects, and P1, P2 indicate the partitions to which the addresses belong, when an application calls `provider.getAddress("1000")`, it gets two address objects, A and B.

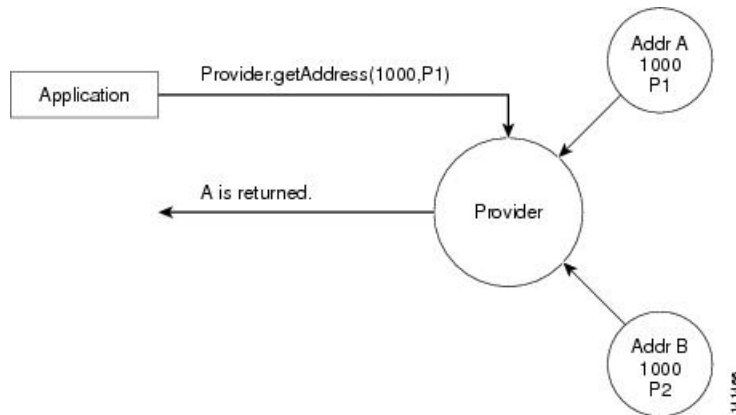
Figure 10: provider.GetAddress() Returns Two Address Objects



When the application calls `A.getPartition()`, it returns P1, `B.getPartition()` returns P2, and so on. An Application can distinguish between the two address objects that are using the `getPartition` method.

Consider the case where the application calls `provider.getAddress(1000, P1)`. In this case, the application specifically looks for the address object whose DN is 1000 and partition is P1. In this case, "A" gets returned by the provider object.

Figure 11: Provider Calls a Specific Address and Partition



CiscoProvCallParkEv Event

CiscoProvCallParkEv provides the following methods in this interface.

```
string getParkingPartyPartition()
```

Returns the partition string of the parking party.

```
string getParkedPartyPartition()
```

Returns the partition string of the parked party.

```
string getParkPartyPartition()
```

Returns the partition string of the park DN.

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message sequences for partitions support, see [Message Sequence Charts, on page 765](#)

Password Expiry

The administrator can use the CUCM Admin Panel to configure options for login credentials. The password expiry configuration allows the administrator to specify the following two parameters:

1. The time before the password expires (in days) and
2. The number of days before the end of the password expiry to alert the user to change the password.

If a password is expired, JTAPI delivers an exception to the application. In a situation where a password is going to expire soon, JTAPI delivers a new event to the application. JTAPI does not allow applications to modify any of these values, it only reports the information.

Interface Changes

[CiscoProvAuthenticationInfoEv, on page 54](#); [CiscoJtapiExceptions, on page 52](#)

Message Sequences

There are no message sequences.

Backward Compatibility

This feature is backward compatible.

Persistent Connection

Persistent Connection is an extension Cisco Extend and Connect feature that was implemented in Unified Communications Manager Release 9.1. A persistent call refers to a call between the Unified Communications manager (CTI Remote Device) and a remote destination that stays up even after calls to it are dropped. JTAPI APIs and error codes were added.

JTAPI supports a new API, `CiscoAddress.createPersistentCall()`, which allows applications to create persistent calls. At least one remote destination must be configured and the active remote destination must be set. There can be only one persistent call per remote device. Persistent calls cannot be created if there is already a call on the remote device; otherwise, the application receives `CiscoJtapiException.OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE`. Furthermore, no feature invocations are allowed on or involving persistent calls (park, hold, conference, and transfer).

Two new JTAPI APIs return information about the persistent call. The `CiscoAddress.getPersistentConnection()` API returns the connection object that is associated to the persistent call. It returns null if no persistent call exists. This API also allows you to check if an address has a persistent connection created on it and from there

you can get the call object. The other newly added API is `CiscoCallisPersistentCall()`, which returns true if the call is a persistent call and false if the call is a normal call.

Existing JTAPI APIs such as `Provider.getCalls()`, `Address.getConnections()`, and `Terminal.getTerminalConnections()` return only the information for normal calls and do not return anything for the persistent call. `Provider.getCalls()` returns all the calls that are associated with the provider, excluding the persistent calls. `Address.getConnections()` returns all the connection objects that are associated with this address, excluding the connection for the persistent call. `Terminal.getTerminalConnections()` returns all the terminal connection objects that are associated with this device, excluding the terminal connection for the persistent call. This functionality helps with backward compatibility so applications do not need to make any changes to their current implementations.

No new APIs are added to disconnect the persistent calls. Existing `Call.drop()` and `Connection.disconnect()` JTAPI APIs can be used to disconnect or drop the persistent calls. Persistent calls cannot be dropped if there is an active call to the remote device. Persistent calls can also be dropped in any of the following scenarios:

- The call is dropped by the remote destination (the remote destination hangs up).
- The remote destination is no longer active. If there is an active call, as soon as that call is over, the persistent call will drop.

After they are created, persistent calls remain connected until the maximum call duration timer expires in which case the call will be cleared.

Some of the new JTAPI Error Codes introduced as part of this feature include the following:

- `CiscoJtapiException.CTIERR_CREATE_PERSISTENT_CALL_FAILED`: Indicates that there is an issue with creating a persistent call.
- `CiscoJtapiException.CTIERR_PERSISTENT_CALL_EXISTS`: Indicates that a persistent call already exists.
- `CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL`: Indicates that the specified operation is not allowed on a persistent call.
- `CiscoJtapiException.CTIERR_DISCONNECT_PERSISTENT_CALL_FAILED_CALL_ACTIVE`: Indicates that the request to disconnect the persistent call failed because there is an active customer call. Only when there are no active calls can the persistent call be disconnected.
- `CiscoJtapiException.CTIERR_PERSISTENT_CALL_BEING_SETUP`: Indicates that the request failed because a persistent call is already being set up.

Backward Compatibility

This feature is backward compatible and existing applications are not affected by this feature.

Interface CiscoAddress Changes

`CiscoAddress` is enhanced with the addition of new APIs to create a persistent call and to retrieve the connection object that is associated to the persistent call.

CiscoCall	<p>createPersistentCall (<i>Terminal terminal</i>, <i>String callerIDNumber</i>, <i>String callerIDName</i>)</p> <p>This interface creates a persistent call for this address and will return the call object for the newly created call. Note that CiscoProvider and the address must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. This API cannot be invoked on external addresses. Doing so will result in MethodNotSupportedException to be thrown. If while trying to allocate a globalCallId for the persistent call and an error occurs, ResourceUnavailableException will be thrown. All other errors encountered will result in PlatformException to be thrown.</p>
Connection	<p>getPersistentConnection (<i>Terminal terminal</i>)</p> <p>This interface will return the connection object that is associated with the persistent call. It returns null if there is no persistent call. This API cannot be invoked on external addresses. Doing so will result in MethodNotSupportedException to be thrown.</p>

Interface CiscoCall Changes

CiscoCall represents a call in the JTAPI model. This interface is enhanced with the addition of a new API.

boolean	<p>isPersistentCall ()</p> <p>This interface returns true if the call is a persistent call and false otherwise (if it is a normal call).</p>
---------	-----------------------------------------------------------------------------------------------------------------------------------------------------

Interface CiscoJtapiException Changes

CiscoJtapiException contains all of the error codes that can be delivered by JTAPI to applications. This interface is enhanced with the addition of new error codes.

public static final int

- CTIERR_CREATE_PERSISTENT_CALL_FAILED = "Failed to create Persistent Call." (0x8CCC0132)
- CTIERR_PERSISTENT_CALL_EXISTS = "Persistent Call exists." (0x8CCC0133)
- CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL = "Operation is not allowed on a Persistent Call." (0x8CCC0134)
- CTIERR_DISCONNECT_PERSISTENT_CALL_FAILED_CALL_ACTIVE = "Disconnect persistent call failing, there are active calls." (0x8CCC0136)
- CTIERR_PERSISTENT_CALL_BEING_SETUP = "Persistent Call is being set up." (0x8CCC0139)

Play Zip Tone

The Play Zip Tone feature allows Cisco JTAPI application to play zip tones on active calls. The application specifies the type and the direction of the tone.

Zip tones are played at local or remote end of the call. They are audible and played only for IP phones. These tones are not played if the remote side is a trunk, conference or Cisco Media Terminal or Route Terminal.

The following tones can be played:

- CiscoTone.ZIPZIP

- CiscoTone.ZIP
- CiscoTone.CALLWAITINGTONE

Sample Code

```
Void playTone(TerminalConnection termConn, int tone, int direction){
    If ( termConn != null ){
    try {
    ((CiscoTerminalConnection)termConn).playTone(tone, direction);
    } catch (Exception e){
    System.out.println("Exception for playtone request " + e);
    }
}
```

Interface Changes

See [CiscoTerminalConnection](#), on page 642, [CiscoTone](#), on page 664

Message Sequences

See [Play Zip Tone](#), on page 1492

Backward Compatibility

This feature is backward compatible.

Presentation Indicator for Calls

The presentation indicator (PI) on a call provides the application with the ability to hide or reveal Calling/Called/CurrentCalling/CurrentCalled/LastRedirecting parties name and number to the end user. JTAPI provides functions on CiscoCall to get PI value for the party. Use this PI info to present the parties information to the end user. These functions return a value of true or false. A value of “True” indicates that presentation in “Allowed,” and a value of “False” indicates the presentation is “Restricted.”

For a conference call, the interfaces on CiscoCall do not return a correct value. Applications must iterate through all the connections in the call to get the PI value that is associated with the address for which the connection gets created. The interface that is provided on CiscoConnection is getAddressPI().

The following new interfaces exist on CiscoCall retrieve PI values.

CiscoCall

boolean	<p>getCalledAddressPI ()</p> <p>Returns the PI that is associated with getCalledAddressPI. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>
boolean	<p>getCallingAddressPI ()</p> <p>Returns the PI that is associated with getCallingAddressPI. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>

boolean	<p><code>getCurrentCalledAddressPI ()</code></p> <p>Returns the PI that is associated with <code>CurrentCalledAddressPI</code>. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>
boolean	<p><code>getCurrentCalledDisplayNamePI ()</code></p> <p>Returns the PI that is associated with <code>CurrentCalledDisplayNamePI</code>. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>
boolean	<p><code>getCurrentCallingAddressPI ()</code></p> <p>Returns the PI that is associated with <code>getCurrentCallingAddressPI</code>. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>
boolean	<p><code>getCurrentCallingDisplayNamePI ()</code></p> <p>Returns the PI that is associated with <code>getCurrentCallingDisplayNamePI</code>. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>
boolean	<p><code>getLastRedirectingAddressPI ()</code></p> <p>Returns the PI that is associated with <code>getLastRedirectingAddressPI</code>. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>

The following interface on `CiscoConnection` retrieves the PI value for the address that is associated with the connection:

CiscoConnection

boolean	<p><code>getAddressPI ()</code></p> <p>Returns the PI that is associated with the address on which the connection gets created. If it returns true, the application displays the address name. If it returns false, the application must not display the address name.</p>
---------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

No change exist in the message flow.

Privacy On Hold

This feature enhances the privacy of private held calls. When privacy is enabled, only the phone that placed a call on hold can retrieve that call, and the calling name and number are not displayed.

The feature provides the ability for a shared address to determine whether other shared addresses may barge into a call. When privacy is enabled, other shared address cannot barge into the call. Privacy is a terminals property. On IP phones, a Privacy feature button allows the users to enable and disable the privacy feature. Privacy can be dynamically enabled and disabled for the active calls on the terminal. When Privacy is on for

a call, the TerminalConnection state available to other shared addresses is set to In Use. If Privacy status is changed during the CallProgress, CiscoTermConnPrivacyChangedEvent is delivered to the application.

In prior releases, if Privacy is enabled and the call is put on hold, all TerminalConnections were in TermConnHeld state and any other shared Address terminalConnection could unhold the call. In Cisco Unified Communications Manager 4.2, if the Enforce Privacy on Held Calls service parameter is enabled, and if Privacy is enabled for a call, putting the call on hold does not change the terminalConnections of other shared addresses and they remain in the In Use state.

Performance and Scalability

There is no performance impact with this feature because there is no additional traffic generated between Cisco Unified JTAPI, applications, and Cisco Unified Communications Manager.

Progress State Converted to Disconnect State

If an outbound call is initiated through the API to an unallocated directory number across the European PSTN, the application will perceive the ConnFailedEv event with the cause as CiscoCallEv.CAUSE_UNALLOCATEDNUMBER. For the US PSTN, the application may not see any event.

To make the behavior consistent across the European and American PSTNs and also to address backward compatibility issues, a new service parameter UseProgressAsDisconnectedDuringErrorEnabled was added to the jtapi.ini file starting with JTAPI Version 1.4(3.21), which, when enabled (1 = enable; 0 = disable; the default is disable), causes applications to perceive ConnFailedEv in both cases.

Q.Signaling (QSIG) Path Replacement

QSIG Path Replacement, a network feature, optimizes the real-time protocol (RTP) path when calls are transferred or forwarded to other PBXs that are connected through QSIG trunks. When path replacement is in progress, a small window of time exists when the feature requests from applications would be ignored and JTAPI would throw an exception to the application.

The Global Call ID or the call is changed when the RTP path is optimized with a direct path between the starting terminating PBXs. JTAPI provides new interfaces to monitor the call.

QoS Support

QoS support is enhanced in this release to enable QoS (DSCP marking) in both directions of the application <--> CTIManager connectivity. In previous releases it was enabled in only one direction: CTIManager --> application.

The DSCP (QoS) values for both directions of the link are set by the “DSCP IP CTIManager to Application” value in the CTIManager service parameters. The default value is CS3(precedence 3) DSCP (011000).

The “DSCP value for Audio calls” service parameter is the recommended QoS value for audio calls. This value is exposed to JTAPI applications.

You must perform one of the following setup procedures on the client machine for JTAPI QoS to work on Windows platforms.

Procedure

- Step 1** If you are running Windows 2000, follow the steps in [QoS Setup on Windows 2000, on page 136](#).
- Step 2** If you are running Windows XP or Windows Server 2003, follow the steps in [QoS Setup on Windows XP Server 2003, on page 137](#).
-

What to do next

For more information on using the Registry Editor to set the Internet Protocol Type of Service bits, see the topic “Setsockopt is unable to mark the Internet Protocol type of service bits in Internet Protocol packet header” on the Microsoft technical support website.

These JTAPI interfaces support QoS:

Provider Interface

int	<pre>getAppDSCPValue ()</pre> <p>Returns the “DSCP IP for CTI applications” service parameter. This value specifies the DSCP value that JTAPI sets on its link to CTI. Applications can get this value by querying the provider object by using this API every time that they get a ProviderInServiceEvent.</p>
private int	<pre>precedenceValue = 0x00</pre> <p>Stores the DSCP value that CTI provides.</p>

For details on these interfaces, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for QoS, see [Message Sequence Charts, on page 765](#).

QoS Setup on Windows 2000

If you are running Windows 2000, follow these steps.

Procedure

- Step 1** Start the Registry Editor (Regedt32.exe).
- Step 2** Go to key: HKEY_LOCAL_MACHINE on Local Machine\System\CurrentControlSet\Services\Tcpip\Parameters\
- Step 3** On the Edit menu, click **Add Value**.
- Step 4** In the **Value name** box, enter **DisableUserTOSSetting**.
- Step 5** In the **Data Type** list, click **REG_DWORD** and then click **OK**.
- Step 6** In the **Data** box, enter a value of **0** (zero) and then click **OK**.
- Step 7** Quit Registry Editor and then restart the computer.
-

QoS Setup on Windows XP Server 2003

If you are running Windows XP or Windows Server 2003, follow these steps.

Procedure

- Step 1** Start Registry Editor (Regedt32.exe).
- Step 2** Go to key: HKEY_LOCAL_MACHINE on Local Machine\System\CurrentControlSet\Services\Tcpip\Parameters\
- Step 3** On the **Edit** menu, point to **New**, and then click **DWORD Value**.
- Step 4** Enter **DisableUserTOSSetting** as the entry name, and then press **ENTER**.
When you add this entry, the value gets set to 0 (zero). Do not change the value.
- Step 5** Quit Registry Editor and then restart the computer.
-

Quiet Clear

QuietClear occurs at the other end when two parties are on a call, and one address goes out of service because of a network outage, the Cisco Unified Communications Manager goes down, the application controlling CTIPort goes down, or CTIManager goes down. At this stage, the other end of the call can only drop the call or disconnect the connection. It cannot perform any other callControl operations.

For the party that went out of service, applications will perceive ConnDisconnectedEv and/or TermConnDroppedEv, and the other end of the call receives ConnFailedEv with CiscoCause of CiscoCallEv.CAUSE_TEMPORARYFAILURE.

If applications try to invoke the following features during QuietClear mode, PlatformException with error code of CiscoJtapiException.CTIERR_OPERATION_FAILER_QUIETCLEAR gets thrown:

- Consult transfer
- Consult conference
- Blind transfer
- Hold
- Unhold



Note Applications may only drop the call in this mode.

Receiving and Responding to Media Flow Events

Whenever a media stream must be created between two endpoints, Cisco Unified Communications Manager issues start transmission and start reception events to both endpoints. In JTAPI, the `CiscoRTPOutputStartedEv` and `CiscoRTPInputStartedEv` events represent the start transmission and start reception events. The `CiscoRTPOutputStartedEv.getRTPOutputProperties()` method returns a `CiscoRTPOutputProperties` object, from which the application can determine the destination address of its peer endpoint in the call, as well as the other RTP properties for the stream such as payload type and packet size. Similarly, the `CiscoRTPInputStartedEv.getRTPInputProperties()` method returns a `CiscoRTPInputProperties` object that informs the application of the RTP characteristics for the inbound stream.

At any time while media is flowing, the current `CiscoRTPOutputProperties` and `CiscoRTPInputProperties` also remain available from the `CiscoMediaTerminal.getRTPOutputProperties()` and `CiscoMediaTerminal.getRTPInputProperties()` methods as well. These methods throw an exception if the `CiscoMediaTerminal` is not currently supposed to transmit or receive media.

When Cisco Unified Communications Manager wants the application to stop sending or receiving media as the result of a call disconnecting or being put on hold, for example, it sends the `CiscoRTPOutputStoppedEv` and `CiscoRTPInputStoppedEv` events. These events mean that the current RTP media stream that exists between the two endpoints should be torn down.

Inbound Call Media Flow Event Diagram

The following table illustrates the dialogue between Cisco Unified Communications Manager and a JTAPI application when a call is presented to an application-controlled endpoint. The events in the left column represent JTAPI events that are sent to the `CallObserver` of the application, and the requests in the right column represent methods that the application invokes.

Table 4: Inbound Media Flow Event

JTAPI Event	Direction	Application Request
CallActiveEv ConnCreatedEv ConnProceedingEv CallCtlConnOfferingEv	Æ	
	..	<code>CallControlConnection.accept ()</code>
CallCtlConnAlertingEv TermConnCreatedEv TermConnRingingEv	Æ	
	..	<code>TerminalConnection.answer ()</code>

JTAPI Event	Direction	Application Request
ConnConnectedEv CallCtlConnEstablishedEv TermConnTalkingEv CiscoRTPOutputStartedEv CiscoRTPInputStartedEv	Æ	
	..	CallControlConnection.disconnect ()
CiscoRTPOutputStoppedEv CiscoRTPInputStoppedEv TermConnDroppedEv CallCtlConnDisconnectedEv	Æ	



Note The table above shows JTAPI events for the local connection: that is, for the application endpoint. The actual JTAPI meta event stream contains events that describe the state of the calling party.

Cisco Unified Communications Solutions RTP Implementation

The Cisco Unified Communications Solutions architecture puts a premium on performance, and thus Cisco Unified Communications Solutions phones and gateways do not implement some of the features of RTP and its often-associated real-time control protocol (RTCP). To ensure its compatibility, applications must consider the following points:

- Because RTCP is not supported, Cisco Unified Communications Solutions endpoints will not send RTCP messages, and they will ignore any such messages that are sent to them.
- Cisco Unified Communications Solutions endpoints do not currently make use of the synchronization source (SSRC) field in the RTP header. Applications must not multiplex RTP streams by using the SSRC field, or phones and gateways may not correctly decode and present the media.

Recording

Introduction

New regulations require organizations to archive contact interactions to meet compliance directives and Contact Centers need to guarantee the quality of service their Agents provide. Cisco's Recording feature enables organizations to archive the conversation of two or more parties for review, analysis, and/or legal compliance.

The recording feature lets applications record conversations on any observed address. Three recording configurations are available:

- No recording
- Automatic recording:

The system initiates a recording session and streams media to the configured recording device whenever a call goes to a connected state.

- Application-controlled recording:

If application-controlled recording is configured on an address, the application can start and stop recording. The call must exist in the connected state before the application can start recording.

The ability to record calls was introduced in Unified Communications Manager Release 6.0 with phone-based built-in bridge (BIB) recording. Cisco IP Phones were instructed to send copies of conversations to supervisors and recorders. In Release 8.0, Encrypted media (sRTP) support was added and was expanded to have the information sent to recorders (meta-data) in Release 8.6(2). With Release 9.0 selective user controlled recording was added to the feature

In Unified Communications Manager Release 10.0(1), the recording feature is enhanced so that Dynamic combinations of Cisco Gateways and IP Phone are instructed to send copies of conversations to recorders based on call flows, participants, and media requirements. Also, recording Serviceability counters and alarms have been added to help compliance officers ensure calls are recorded by monitoring the real-time status and historical performance of the feature.

For internal calls within a cluster between end users, the media-forking device is the end user device involved in the call that triggers the recording session. For an external call from a recording gateway, both the end user device and the gateway involved in the call can be used as the media-forking device. Unified Communications Manager enables the administrator to select one over the other as the preferred recording media source: "Phone preferred" or "Gateway preferred", using the device's line configuration.

If the phone preferred recording media source is selected, the phone that triggers the recording is used to fork the media for the recording session, provided that the phone is capable of media forking and phone's BIB is enabled. If the phone is not capable of media forking or the phone's BIB is not enabled, and the gateway involved in the call has the media forking capability and is enabled for recording, then the gateway is used to fork the media for the recording session. If the gateway preferred recording media source is selected, the gateway that is already in the media path will be used to fork the media for the recording session, provided that the gateway is capable of media forking and is enabled for recording. If gateway is not capable of media forking or is not enabled for recording, and the phone triggering the recording is capable of media forking and the phone's BIB is enabled, then the phone is used to fork the media for the recording session. If none of the recording resources is available, this recording request fails. Similar to the phone-based recording, gateway-based recording is also triggered from the end-user's device or CTI/JTAPI application.



Note Virtual devices without BIB such as CTI Port, Route Point, and CTI Remote Device can only be set to Gateway-Preferred.

When a gateway is registered with the same cluster as the device that initiates a recording, it is called a "Single Cluster" gateway recording. When a gateway is registered with a cluster that is different than where the recording request is initiated, it is called an "Inter-Cluster" gateway recording. The cluster where the recording initiates is a **recording triggering cluster** (Trigger) and the cluster where the recording gateway registers to is a **recording anchoring cluster** (Anchor).



Note The inter-cluster recording is only supported by SIP trunks.

When there is any mid-call feature involved with the call being recorded, the recording resource may change due to the feature interactions. In previous Unified Communications Manager releases, the recording sessions started by a near-end party continues when the far-end party can hold or transfer the call while the near-end party remains connected. The only time the recording session restarts is when the near-end party holds and resumes the call. However, for Gateway-based Recording, Unified Communications Manager no longer maintains this behavior. Instead of continuing the recording session when the connected party of the near-end changes, the recording session is re-started by the near-end party. In JTAPI, this "Recording-Re-trigger" behavior results in extra **CiscoTermConnRecordingEndEv** and **CiscoTermConnRecordingStartEv** events sent to applications. With the new behavior, each recording session is a complete section of the conversation between two unique parties. A near-end connected party change can be caused by mid-call features such as call transfer, call redirect, conference, shared line hold/resume, etc. Therefore, from JTAPI application perspective, there can be multiple RecordingStart/Stop events within a single call. This applies to both Gateway-based recording and Phone/BIB-based recording.

In Cisco Unified Communications Manager Release 10.0(1), CTI is introducing support for Gateway Recording (in addition to existing phone-based BIB Device Recording). CTI applications, using Cisco JTAPI, is able to differentiate a recording call's recording type and media forking device/cluster info from existing JTAPI interface and event; and a new JTAPI event is also introduced to identify recording failure as described below. With this new Gateway Recording feature, either the gateway or the built-in bridge (BIB) can be used as the recording resource based on the end user's preference and the availability.

The following interfaces extend TermConnEv and are delivered to callobserver. For shared lines, the system delivers these events to call observers on the address or terminal of the talking terminal connections. Applications receive no events if they have only the terminal whose connection is in the INUSE or BRIDGED state.

CiscoTermConnRecordingStartEv

`CiscoTermConnRecordingStartEv`

Indicates the start of recording and is delivered to the call observer of the recording initiator. Auto recording configuration or an application request can trigger recording.

CiscoTermConnRecordingEndEv

`CiscoTermConnRecordingEndEv`

Indicates the end of recording and is delivered to the recording initiator.

CiscoTermConnRecordingFailedEv

`CiscoTermConnFailedEv`

This interface is added for Cisco Unified Communications Manager Release 10.0(1) and indicates when a call recording failed.

Exposing Recording Media Forking Info on CiscoRecorderInfo

Cisco JTAPI provides new APIs for Release 10.0(1): `getMediaForkingDeviceType()`, `getMediaForkingDeviceName()`, `getProtocolReferenceGUID()`, and `getMediaForkingClusterID()` to expose various call recording media forking information of a recording call to JTAPI application. These capabilities are exposed on the existing interface of `CiscoRecorderInfo`, where applications can extract from **CiscoTerminalConnection** and **CiscoTermConnRecordingTargetInfoEv**.

Exposing Recording Media Forking Device Type on CiscoCall

With Release 10.0(1), Cisco JTAPI introduces three new forking device types:

- `CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_NONE`
- `CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE`
- `CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW`

Exposing Cluster ID on CiscoProvider

Cisco JTAPI provides API of `CiscoProvider.getClusterID()`, which returns the `clusterID` enterprise parameter configured for the cluster. (Note that the cluster ID is an Enterprise parameter configurable from CUCM admin page, and when this parameter is changed by administrator, the CTIManager service and CallManager service would need to be restarted for it to take effect).

Secured Recording

With this enhancement a recording device can record a secure call if its device security capability is same as or more than that of the agent. A recording request fails if the recording is attempted for an authenticated device, or if the security capability of the recorder is non-secured and that of the agent is encrypted.

Backward Compatibility

This feature is not backward compatible and existing applications can be affected with the introduction of this new feature. That is, when mid-call feature(s) is involved, there can be recording retrigger(s) with multiple recording sessions within a single call, applications need to coordinate these recording sessions accordingly. This new change of behavior applies to both Gateway-based recording as well as Phone/BIB-based recording.

For detailed information about these interface changes, see the following topics:

- [CiscoJtapiException](#), on page 424
- [Related Documentation](#), on page 297
- [CiscoCall](#), on page 340
- [CiscoProvider](#), on page 500
- [CiscoProviderCapabilities](#), on page 509
- [CiscoProviderCapabilityChangedEv](#), on page 512
- [CiscoProviderObserver](#), on page 514
- [CiscoRecorderInfo](#), on page 517
- [CiscoTerminalConnection](#), on page 642
- [CiscoTermConnRecordingTargetInfoEv](#), on page 600

Redirect

JTAPI 1.2 specifies that one of the preconditions of the `CallControlConnection.redirect()` method specifies for the state of the connection to be in either the `CallControlConnection.OFFERING` or the

CallControlConnection.ALERTING state. Cisco Unified JTAPI also allows a connection in the CallControlConnection.ESTABLISHED state to get redirected.

The redirect() method includes the following overloaded form in the CiscoConnection interface. It allows applications to specify the behavior that is desired when a failure occurs while a call is redirected and specifying the calling search space, or resetting the original called field.

Applications choose the desired behavior, by passing one of the following INT parameters in the overloaded redirect method from the CiscoConnection interface:

- Redirect drop on failure—When a call is directed to a busy or an invalid destination, Cisco Unified Communications Manager can either drop the call if the redirect fails or leave the call at the redirect controller. The JTAPI application can then take corrective action, such as redirecting the call to another destination. The option for the redirect mode parameter follows:
 - CiscoConnection.REDIRECT_DROP_ON_FAILURE
 - CiscoConnection.REDIRECT_NORMAL
- Calling Address search space—Redirect uses the calling search space parameter to indicate which callingSearchSpace is used. Applications can either use the calling party search space or the redirect controller search space. The parameter options for this scenario follow:
 - CiscoConnection.CALLINGADDRESS_SEARCH_SPACE
 - CiscoConnection.ADDRESS_SEARCH_SPACE
- Resetting original called—The called address option parameter gets used to reset the original called fields. The options for this scenario follow:
 - CiscoConnection.CALLED_ADDRESS_UNCHANGED
 - CiscoConnection.CALLED_ADDRESS_SET_TO_REDIRECT_DESTINATION. This option affects the fields when the call arrives at the redirect destination.

For more information, refer to the com.cisco.jtapi.extensions.CiscoConnection documentation.

For the scenario where A Calls B, B redirects to C, and C (redirect destination) does not represent a provider observed address, JTAPI would provide CallCtlConnAlertingEv for C with cause code Ev.CAUSE_NORMAL. Prior to release 5.0, the cause code specified Ev.CAUSE_REDIRECT for the same scenario.

This change kept the behavior consistent for scenarios where C observed or did not observe the provider.



Note When C is observed, for the same scenario, CallCtlConnAlertingEv at C is provided with CAUSE_NORMAL from releases prior to 5.0, and that behavior continues without change.

Redirect Set Original Called ID

Cisco Unified JTAPI applications can specify the preferred original called party DN in the redirect request. The Redirect Set Original Called ID feature lets applications redirect a call on a connection to another destination while letting the applications set the OriginalCalledID to any value. This enables applications to transfer the call directly to the voice mail of another. For example, if A calls B and B wants to transfer the call to C Voice

Mail, applications can specify in the enhanced redirect request C as the preferred original called party and destination party as C Voice Mail profile. With this request, calls appear in C Voice Mail profile with the Cisco Unified Communications Manager originalCalledParty field as C. Typical voice mail applications look for originalCalledParty information to identify a user voice mailbox.

Any application that redirects a call to a party by modifying the original called party can take advantage of this feature.



Note This feature also changes the lastRedirectedAddress to the preferredOriginalCalledParty that gets specified in the redirect request.

The following callControlConnection interface applies for Redirect Set Original Called ID:

Interface CiscoConnection Extends callControlConnection With Additional Cisco Unified Communications Manager-Specific Capabilities

javax.telephony.Connection	redirect (java.lang.String destinationAddress, int mode, int callingSearchSpace, java.lang.String preferredOriginalCalledParty) This method overloads the CallControlConnection.redirect() method.
----------------------------	--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

For details on the interface, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for Redirect Set Original Called ID, see [Message Sequence Charts, on page 765](#)

Redirect to Device

With Release 11.5(1), the Redirect feature of Cisco Unified JTAPI is enhanced to allow you to redirect calls to a specific device via the deviceName parameter. Even in shared line situations, the redirected call goes to the target device only and not to other devices that share the phone line.

To support this feature, the following methods have been enhanced with a new deviceName field:

- CiscoConnection.redirect now includes a deviceName field, which allows you to target the redirect to a specific device. If another device shares the same phone line, that device goes into remote-in-use state. Cisco JTAPI delivers a TermConnPassiveEv and CallCtlTermConnInUseEv to the shared line devices.
- CiscoRouteSession.selectRoute also includes a deviceName field allowing the selectRoute() method to take an array of destination device names. The order of device names corresponds to the order of route selected. Once the route is selected, Cisco JTAPI attempts to redirect the call to the destination device.

Table 5: Method Structure

Interface	Method
CiscoConnection	redirect(String destinationAddress, int mode, int callingSearchSpace, int calledAddressOption, String preferredOriginalcalledParty, String facCode, String cmcCode, int featurePriority, byte[] applicationXMLData, String deviceName)

Interface	Method
CiscoRouteSession	selectRoute(String[] routeSelected, int[] callingSearchSpace, String[] modifyingCallingNumber, String[] preferredOriginalCalledNumber, int[] preferredOriginalCalledOption, String[] facCode, String[] cmcCode, int[] featurePriority, byte[][] applicationXMLData, String[] deviceName)

Restrictions

The following restrictions apply:

- If an invalid deviceName is passed to the redirect method, the REDIRECT_CALL_INVALID_DEVICE_NAME error gets thrown.
- The deviceName can be used to redirect calls within the cluster only. If the application attempts to redirect a call across clusters with the deviceName completed, the REDIRECT_CALL_INVALID_DEVICE_NAME gets thrown. To redirect calls across clusters, the deviceName must be null, or the application must use other redirect methods.
- The deviceName must be associated to the directory number that the application passes to the redirect method and not any other directory number. Otherwise, the REDIRECT_CALL_INVALID_DEVICE_NAME error gets thrown.

Backward Compatibility

There is no impact on backward compatibility as the above methods are overloaded.

Message Sequence Charts

[Redirect to a Device, on page 1551](#)

Redundancy

Configuration requires that devices are configured into device pools and are assigned static Cisco Unified Communications Manager groups. Devices register with a particular Cisco Unified Communications Manager server that handles call control signaling. When a server fails, the devices failover to the backup server in the group. When the primary server comes back online, it waits until no active calls exist on the device, then re-homes to the primary Cisco Unified Communications Manager server. Cisco Unified JTAPI informs the applications of this transition by sending a temporary out-of-service message while registering to the backup server.

Redundancy in CTI Managers

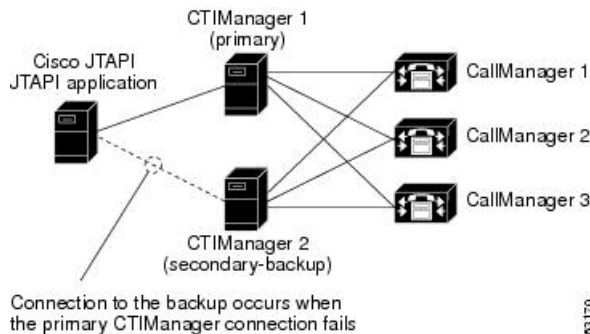
Cisco Unified JTAPI also offers transparent applications for redundancy via the CTI Manager. When the primary CTIManager fails, Cisco Unified JTAPI automatically connects to the backup CTI Manager and communicates the reconnection to applications. Instead of connecting to a single Cisco Unified Communications Manager server, applications now connect to a set of CTIManagers. The applications supply the CTIManager server names when they invoke JTAPI.

Cisco Unified JTAPI and the CTIManager maintain bidirectional heartbeat signals to detect a loss of connectivity between them. The CTIManager detects when an application no longer runs and cleans up its allocated resources. The following figure illustrates the “Logical Representation of JTAPI, CTIManager and Cisco Unified Communications Manager in a cluster”



Note After Cisco Unified JTAPI successfully connects to the primary CTIManager, it alternately will attempt to reconnect to the primary or backup CTIManager if the JTAPI connection to the CTIManager fails.

Figure 12: Logical Representation of JTAPI, CTIManager and Cisco Unified Communications Manager in a Cluster



03170

Invoking CTIManager Redundancy

When `getProvider()` method on the `CiscoJtapiPeer` is called during the application startup, Cisco Unified JTAPI attempts a connection to the first CTIManager in the list and tries a connection to the next CTIManager if connection attempt fails with the first. If all the CTIManagers in the list are not available or if connection is refused by all CTIManagers, an exception gets sent to the application, and no further reconnection attempts occur. After the first successful connection, Cisco Unified JTAPI alternatively attempts to connect to the backup or primary CTIManager when a failure to CTIManager or connection to CTIManager is detected.

The list of redundant CTIManagers designates a comma-separated list that is passed into the `CiscoJtapiPeer.getProvider(String providerString)` method as a String. The usage for the `providerString` follows:

- `providerString = CTIManager;login = XXX;passwd = YYY;appinfo = ZZZ` (Non-redundant feature)
- `providerString = CTIManager1, CTIManager2;login = XXX, passwd = YYY;appinfo = ZZZ` (Redundant feature)



Note Because the `appinfo` parameter is optional, the application provides no specific `appinfo` parameter. Cisco Unified JTAPI generates one from a JTAPI instance ID and the local host name.

Additionally, the `jtapi.ini` file may define different CTIManager lists to support the `CiscoJtapiPeer.getServices()` method. Cisco Unified JTAPI accepts the following definition:

```
CtiManagers = <CTIManager1>, <CTIManager2>;<CTIManager3>
```

where

<CTIManager1>, <CTIManager2> specifies a redundant group.

<CTIManager3> specifies a nonredundant group.

CTIManager Failure

When Cisco Unified JTAPI detects a loss of connection to a CTIManager, the application receives notification of this loss in service. The following events get sent to the application on the appropriate Observers:

- A CallObservationEndedEv event gets sent to all call observers on an address, and calls in progress end. The calls get physically connected, but the application observation of the call ends because Cisco Unified JTAPI cannot send call state changes.
- A CiscoAddrOutOfServiceEv event gets sent to all addresses on a terminal and a CiscoTermOutOfServiceEv event gets sent to the terminal.
- This process repeats for all terminals in the provider user-controlled list. (A CiscoAddrOutOfServiceEv event gets sent only to the addresses that have an active AddressObserver, and a CiscoTermOutOfServiceEv event gets sent only to terminals with an active TerminalObserver.)
- The provider gets set in the out-of-service state, and the ProvOutOfServiceEv event gets delivered on any ProviderObserver callbacks present on the provider.

Cisco Unified JTAPI attempts a connection to the next CTIManager in the list, and the ProvInServiceEv gets sent to the ProviderObserver. The devices that previously registered under the application control get reinstated in the new CTIManager. After the device is reinstated, CiscoAddrInServiceEv and CiscoTermInServiceEv events get sent to the application via the respective observers. All previously added observers are maintained. If any calls exist on the devices, a snapshot of the call gets sent to the respective call observers.

CTI ports that were previously registered are reregistered with the same media parameters. RouteAddress callbacks are maintained as before, and these calls get recovered on the new CTIManager. No call snapshot, however, gets delivered to the RouteAddresses.

Heartbeats

Cisco Unified JTAPI and the CTIManager maintain heartbeat signals to discover a failure in either the CTIManager or JTAPI. The CTIManager server controls the heartbeat parameters in the bidirectional heartbeat. Applications can request a desired server heartbeat interval when they are initializing Cisco Unified JTAPI, but the CTIManager can override it.

Applications specify the desired heartbeat parameter by using DesiredServerHeartbeatInterval in the jtapi.ini setting.

Cisco Unified JTAPI specifies the desired heartbeat interval for the client during initialization. The CTIManager specifies the client side heartbeat interval to Cisco Unified JTAPI and specifies the interval at which the server (CTIManager) will send heartbeats. A failure to receive heartbeat message for twice the server-specified interval results in a client-initiated teardown of the connection. To minimize heartbeat traffic, any messages from the client to the server or events from the server to the client substitute for a heartbeat.

Ringback on SIP 183 for Transferred Calls

In Release 11.0(1), Cisco JTAPI has been updated with how it responds to SIP 183 messages when a call is transferred over a gateway or trunk. When an established call gets transferred over a trunk and a SIP 183 is

received, Cisco JTAPI moves the call to `CallControlConnection.NETWORK_ALERTING` state. When the call is answered, Cisco JTAPI moves the call state to `CallControlConnection.ESTABLISHED`.

A new Cisco CallManager service parameter, **CTI Report Ringback on SIP 183 with SDP**, has been added to configure this feature. When this service parameter is set to **True**, the above behavior applies. This is the default setting.

If an application needs to use the legacy behavior, you can set the service parameter to **False**. Under this setting, if the call is transferred over a gateway or trunk, CTI will use the `CallControlConnection.NETWORK_REACHED` state to report that the other network has been reached, but CTI will not report back that a connection has been established.

Routing

Routing in JTAPI requires the configuration of a CTI Route Point on the Cisco Unified Communications Manager. Multiple calls can be queued to this Route Point, but only a single line can be configured on a CTI Route Point device.

JTAPI implementation of adjunct Routing, as described in the call center package, includes the following actions:

- Registering route callbacks on Route Addresses
- Creating appropriate handlers in response to the various routing events (`routeSelect`, `routeEnd`)

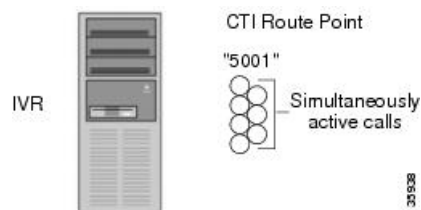


Note

CTI Route Points represent devices that can process any number of incoming calls simultaneously on the same line. You can route calls by using the methods in the `javax.telephony.callcenter` package, or you can accept, redirect, or disconnect calls by using the methods in the `javax.telephony.callcontrol` package. You can configure each CTI Route Point with a maximum of 34 lines. To support more than 34 lines, provision additional route points. For details on how to configure and administer the CTI Route Point, refer to the Cisco Unified Communications Manager Administration Guide.

The following figure shows the CTI Route Point configuration.

Figure 13: CTI Route Points



Cisco Route Session Implementation

When a call comes in to the RouteAddress, the implementation starts a Route Session thread and sends the application a RouteEvent. This thread in turn starts a timer thread to time the application response to a

RouteEvent with either a routeSelect() or an endRoute(). If the application responds with a routeSelect (String[] selectedRoutes), JTAPI verifies that all preconditions are satisfied and then attempts to route the call to the first destination that is specified in the array. If the destination is a valid and available number, the call gets routed, and the application gets a RouteUsedEvent followed by a RouteEndEvent. Otherwise, if an error occurs in routing (which may be caused by an invalid/busy/unavailable destination), the application gets a ReRouteEvent. JTAPI starts the Timer Thread again before it sends the re-Route Event. Because Cisco Unified Communications Manager does not support re-Routing, if the routing was unsuccessful, either the caller will receive a busy tone, or the call will get dropped. The application can clean up all failure instances and/or send JTAPI an endRoute to clean up the RouteSession. If the application does not respond with an endRoute(), the JTAPI timer once again expires, and JTAPI cleans up the Route Session by sending the application a RouteEndEvent().

If the routing timer expires before the application returns with a selectRoute() or an endRoute() method, the Cisco Unified Communications Manager applies same treatment as when a call is made to an unregistered phone (that is, play fast busy). If ForwardNoAnswer is configured on the Route Point, the call immediately forwards to that number when the timer expires.

If the application cannot respond with a valid address to which to route the call, the application may choose to call endRoute with an error. The JTAPI specification defines three errors in the RouteSession interface: ERROR_RESOURCE_BUSY, ERROR_RESOURCE_OUT_OF_SERVICE, and ERROR_UNKNOWN. If an endRoute is invoked on the RouteSession, the implementation currently accepts() the call at the RouteAddress, so the caller may begin to receive ringback. If forwarding is configured for the Route Point, the call gets forwarded when the Forwarding Timer expires.

Select Route Timer

Configure this timer via the JTAPI.ini configuration file that has a key called RouteSelectTimeout = 5000. Use milliseconds as the unit. The default value for this timer specifies 5 seconds; however, depending on the needs of the application, you can extend or decrease this timer to improve Route Session cleanup efficiency. Ensure that this timer is not unreasonably large. Each Route Session as a thread represents a call to the Route Point, and these Route Sessions should be cleaned up. Should an application expect significant delays between receiving the Route Event and responding with a routeSelect/endRoute event, the application would want to appropriately extend this timer.

Forwarding Timer

You can configure the timer for Forward on No Answer that is currently systemwide (that is, it applies to all devices on Cisco Unified Communications Manager) via the Cisco Unified Communications Manager Service Parameters configuration. The default value for this timer specifies 12 seconds. In future releases, a separate timer for CTI Route Points might get included, so forwarding for the route point takes effect immediately after JTAPI accepts the call (when the application calls an endRoute or if the routing timer expires).

Route Session Extension

CiscoRouteSession acts as a Cisco Extension to the JTAPI specification. Most importantly, this extension exposes the underlying Call object to the Applications. CiscoRouteSession.getCall() returns CiscoCall, and this call exposes other Call Model Objects such as the associated Addresses, Connections, and so on. The extension also defines additional errors for the application.

Caller Options Summary

In the absence of a callback, or if `RouteSession.routeSelect()` or `endRoute()` has not responded to a `routeEvent`, the caller receives nothing until

- The application can `disconnect()` or `reject()` the connection on the Route Point, and, thereby, the caller receives a busy tone.
- The application can accept the call, and the Forward No Answer, if configured, kicks in.
- The application can drop the call. The caller holds the receiver but does not know what happened.

With a callback, if the application chooses to call an `endRoute()`, after `endRoute()` returns, the caller receives a ringback until

- The client calls a `disconnect()` that would drop the call.
- The client `redirects()` the call.
- The forward on no answer timer that is configured via the `scm.ini` will kick in and forward the call unless the preceding two options have already kicked in.
- If no forwarding is configured for the Route Point, the caller continues to receive a ringback unless the first two options kick in.

Fault Tolerance When Using Route Points

One way for an application that uses route points to deal with fault tolerance requires connecting two JTAPI applications to two different Cisco Unified Communications Managers, each registering a different RouteAddress. For example, Application1 manages RouteAddress1 by using Communications Manager1. Application2 manages RouteAddress2 by using Communications Manager2. In Cisco Unified Communications Manager Administration, ensure the ForwardNoAnswer configuration for these CTI Route Points is administered, so they point to each other. In this example, RouteAddress1 would have FNA = RouteAddress2, and RouteAddress2 would have FNA = RouteAddress1. If Communications Manager1 goes down, calls forward to RouteAddress2, so Application2 takes over. Furthermore, both applications could be configured to reconnect to the proper Cisco Unified Communications Manager server when they receive a ProviderShutdown event.

Secure Conferencing

This feature informs applications whether a call is secure, allowing for secure conference calls. When the overall security status of the call changes, secure conferencing provides applications with a notification in the form of an event on the call. Applications receive the overall call security status of the call in the `CiscoCallSecurityStatusChangedEv` when the overall call security status changes. When a terminal goes to the talking state, JTAPI provides the call security status information to the applications. Applications can query the security status of the call by using a new interface on `CiscoCall`. The system makes the security status information available to applications when the applications start monitoring an existing call.

In shared address scenarios, the system also reports `CiscoCallSecurityStatusChangedEv` to the RIU parties. The `OverallCallSecurityStatus` matches the status reported on the active terminals. For example, in a three-party conference with A (Encrypted), B (Encrypted), C (Authenticated), and C' (Authenticated), the system reports

CiscoCallSecurityStatusChangedEv with OverallCallSecurityStatus = Authenticated to C and C'. The system delivers this event on a per-call basis.

SRTP key information will continue to be sent for encrypted parties whether or not the OverallCallSecurityStatus is Encrypted. For example, in a three-party conference with A (Encrypted), B (Encrypted), and C (non-secure), the OverallCallSecurityStatus of the conference call is NotAuthenticated. However, the media that connects A, B, and the conference bridge continues to be encrypted because they are encrypted parties. Thus, A and B receive SRTP keys despite the OverallCallSecurityStatus.

Backward Compatibility

This feature is backward compatible. The new parameter, EnableSecurityStatusChangedEv, in the jtapi.ini file controls the new event CiscoCallSecurityStatusChangedEv that the secure conferencing feature generates. Applications can turn on this parameter by adding the line “EnableSecurityStatusChangedEv = 1” to the jtapi.ini file to receive this new event. By default, this parameter does not appear in the jtapi.ini file, so event notification is disabled. The setCallSecurityStatusChangedEv() interface on com.cisco.jtapi.extensions.CiscoJtapiProperties lets applications set this ini parameter programmatically.

For additional information, see [CiscoCallSecurityStatusChangedEv, on page 376](#).

Secure Real-Time Protocol Key Material

This feature provides the mechanism that is needed to deliver Secure Real-Time Protocol (SRTP) key material of an encrypted media session between authenticated end points within Cisco Unified Communications Manager based Enterprise systems. To receive this key material, the administrator must configure the TLS Enabled and SRTP Enabled flags in the Cisco Unified Communications Manager Administrator windows and a TLS link must be established between JTAPI and the CTIManager.

Key materials get exposed in CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv. To get these events, applications must enable rtpKeyEvenabled in CiscoTermEvFilter. By default, filters are disabled to maintain backward compatibility. If filters are enabled, application always get CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv. A security indicator in these events indicates whether the media is encrypted and whether keys are available.

CiscoRTPInputKeyEv contains key material of the input stream and CiscoRTPOutputKeyEv contains key material of the output stream. Applications can use this key material to decrypt the packets and start monitoring or recording the media. Applications must not store this key material in a way that leaves the material vulnerable to tampering, and applications must zero out or clear the entry for these keys when they go out of scope.

This key material contains

- Key Length
- Master Key
- Salt Length
- Master Salt
- AlgorithmID
- isMKIPresent
- Key Derivation Rate

This enhancement also supports a secure media termination for CTIPorts and RoutePoints. To do this, the application passes in supported encrypted algorithms in CTIPort and route point register requests. The application gets an error if no TLS link and no SRTP Enabled flags exist. Whether media are encrypted or not depends on whether the other end is interested in secure media and whether the algorithm is negotiated successfully.

For mid-call monitoring, if the application comes up after a call is established between two end points, the application must query Terminal.createSnapshot() and snapshot event CiscoTermSnapshotEv. CiscoTermSnapshotCompletedEv gets sent, which indicates whether the current media between end points is secure or not. Applications can query CiscoMediaCallSecurityIndicator to get a security indicator for a call; however, this does not contain any key material in the event. If no calls exist on any of the lines on the terminal, applications only get CiscoTermSnapshotCompletedEv. To maintain backward compatibility, these events get generated only when an application enables the snapShotRTPEnabled filter in CiscoTermEvFilter.

CiscoRTPHandle gets added in all RTP events so that applications can correlate RTP events related to a single call. For backward compatibility, no new events are generated when there is no secure media.

For more information on SRTP, see the Secure RTP Library API Documentation by David McGrew on SourceForge.net.

The following sections describe the interface changes for SRTP key material.

Public Interface CiscoMediaEncryptionKeyInfo

int	getAlgorithmID() This method returns the media encryption algorithm for the current stream.
int	getIsMKIPresent() An MKI indicator that indicates whether MKI is present. Key management defines, signals, and uses the MKI.
int	getKeyLength() This method returns the master key length.
byte[]	getKey() This method returns the master key for the stream.
int	getSaltLength() This method returns the salt length.
byte[]	getSalt() This method returns the salt key for the stream.
int	keyDerivationRate() Indicates the SRTP key derivation rate for this session.

CiscoMediaSecurityIndicator

static int	MEDIA_ENCRYPTED_KEYS_AVAILABLE Indicates that media terminated is secured and keys are available.
static int	MEDIA_ENCRYPTED_KEYS_UNAVAILABLE Indicates that media is terminated in secured mode, but keys are not available because SRTP is not enabled in Cisco Unified Communications Manager Administration User windows. This could be because either no TLS exists or no IPSec is configured for this application.
static int	MEDIA_ENCRYPTED_USER_NOT_AUTHORIZED Indicates that media is terminated in secured mode, but keys are not available because user is not authorized to get the keys.
static int	MEDIA_NOT_ENCRYPTED Indicates that media is not encrypted for this call.

CiscoRTPIInputKeyEv

CiscoMedia EncryptionKeyInfo	getCiscoMediaEncryptionKeyInfo () Returns CiscoMediaEncryptionKeyInfo only if the provider is opened with TLS link and if SRTP enabled option is set for the application in Cisco Unified Communications Manager User Administration; otherwise, it returns null.
int	getCiscoMediaSecurityIndicator() Returns media security indicator, which is one of the following constants from the CiscoMediaSecurityIndicator: MEDIA_ENCRYPTED_KEYS_AVAILABLE MEDIA_ENCRYPT_USER_NOT_AUTHORIZED MEDIA_ENCRYPTED_KEYS_UNAVAILABLE MEDIA_NOT_ENCRYPTED
CiscoCallID	getCallID () Returns CiscoCallID object if CiscoCall is present when this event is sent. If no CiscoCall is present, this method returns null.
CiscoRTPHandle	getCiscoRTPHandle () Returns CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall(CiscoRTPHandle). If no call observer exists, or if there was no call observer when this event is delivered, CiscoProvider.getCall(CiscoRTPHandle) may return null.

CiscoRTPOutputKeyEv

CiscoMedia EncryptionKeyInfo	<p><code>getCiscoMediaEncryptionKeyInfo ()</code></p> <p>Returns CiscoMediaEncryptionKeyInfo only if the provider is opened with TLS link and if the SRTP enabled option is set for the application in Cisco Unified Communications Manager User Administration. Otherwise, it returns null.</p>
int	<p><code>getCiscoMediaSecurityIndicator ()</code></p> <p>Returns media security indicator, which is one of the following constants from CiscoMediaSecurityIndicator:</p> <p>MEDIA_ENCRYPTED_KEYS_AVAILABLE</p> <p>MEDIA_ENCRYPT_USER_NOT_AUTHORIZED</p> <p>MEDIA_ENCRYPTED_KEYS_UNAVAILABLE</p> <p>MEDIA_NOT_ENCRYPTED</p>
CiscoCallID	<p><code>getCallID ()</code></p> <p>Returns CiscoCallID object if CiscoCall is present when this event is sent. If no CiscoCall is present, this method returns null.</p>
CiscoRTPHandle	<p><code>getCiscoRTPHandle ()</code></p> <p>Returns CiscoRTPHandle object. Applications can get a call reference by using <code>CiscoProvider.getCall(CiscoRTPHandle)</code>. If no call observer exists, or if there was no call observer when this event is delivered, <code>CiscoProvider.getCall(CiscoRTPHandle)</code> may return null.</p>

CiscoTermSnapshotEv

CiscoMediaCall MediaSecurity Indicator[]	<p><code>getMediaCallSecurityIndicator ()</code></p> <p>Returns media security status for each active call on this device.</p>
------------------------------------------	--------------------------------------------------------------------------------------------------------------------------------

CiscoTermSnapshotCompletedEv

This event has no methods.

CiscoMediaCallSecurityIndicator

int	<p><code>getCiscoMediaSecurityIndicator ()</code></p> <p>Returns media security indicator, one of the following constants from CiscoMediaSecurityIndicator:</p> <p>MEDIA_ENCRYPTED_KEYS_AVAILABLE</p> <p>MEDIA_ENCRYPT_USER_NOT_AUTHORIZED</p> <p>MEDIA_ENCRYPTED_KEYS_UNAVAILABLE</p> <p>MEDIA_NOT_ENCRYPTED</p>
-----	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

CiscoCallID	<p>getCallID ()</p> <p>Returns a CiscoCallID object if a CiscoCall is present when this event is sent. If no CiscoCall is present, this method returns null.</p>
CiscoRTPHandle	<p>getCiscoRTPHandle ()</p> <p>Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall(CiscoRTPHandle). If no callobserver exists or if there was no callobserver when this event is delivered, CiscoProvider.getCall(CiscoRTPHandle) may return null.</p>

CiscoRTPInputStartedEv

CiscoRTPHandle	<p>getCiscoRTPHandle ()</p> <p>Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall(CiscoRTPHandle). If no call observer exists, or if there was no call observer when this event is delivered, CiscoProvider.getCall(CiscoRTPHandle) may return null.</p>
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CiscoRTPInputStoppedEv

CiscoRTPHandle	<p>getCiscoRTPHandle ()</p> <p>Returns a CiscoRTPHandle object. Applications can get call reference by using CiscoProvider.getCall(CiscoRTPHandle). If no call observer exists, or if there was no call observer when this event is delivered, CiscoProvider.getCall(CiscoRTPHandle) may return null.</p>
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CiscoRTPOutputStartedEv

CiscoRTPHandle	<p>getCiscoRTPHandle ()</p> <p>Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall(CiscoRTPHandle). If no call observer exists, or if there was no call observer when this event is delivered, CiscoProvider.getCall(CiscoRTPHandle) may return null.</p>
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CiscoRTPOutputStoppedEv

CiscoRTPHandle	<p>getCiscoRTPHandle ()</p> <p>Returns CiscoRTPHandle object. Applications can get call reference using CiscoProvider.getCall(CiscoRTPHandle). If there is no call observer, or if there was no call observer when this event is delivered, then CiscoProvider.getCall(CiscoRTPHandle) may return null.</p>
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CiscoTermEvFilter

boolean	<pre>getSnapshotEnabled ()</pre> <p>Returns the enable/status of CiscoTermSnapshotEv and CiscoTermSnapshotCompletedEv for the terminal.</p>
void	<pre>setSnapshotEnabled (boolean enabled)</pre> <p>Sets enable/disable status of CiscoTermSnapshotEv. If disabled, CiscoTermSnapshotEv and CiscoTermSnapshotCompletedEv are not sent to applications.</p>
boolean	<pre>getRTPKeyEvEnabled ()</pre> <p>Returns the enable/disable status of CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv.</p>
void	<pre>setRTPKeyEvEnabled (boolean enabled)</pre> <p>Sets enable/disable status for CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv.</p>

CiscoTerminal

void	<pre>createSnapshot () throws InvalidStateException</pre> <p>This method generates CiscoTermSnapshotEv, which contains security status of current active call on the terminal. To access this method, the terminal must be in CiscoTerminal.IN_SERVICE state, and CiscoTermEvFilter.setSnapshotEnabled () must be set to True.</p>
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CiscoMediaTerminal

void	<pre>register (CiscoMediaCapability[] capabilities, int[] supportedAlgorithms)</pre> <p>The CiscoMediaTerminal must be in the CiscoTerminal.UNREGISTERED state and its provider must be in the Provider.IN_SERVICE state. This interface provides dynamic registration with secure media. If applications do not invoke this method, the media gets terminated in non-secure mode.</p>
void	<pre>register (java.net.InetAddress address, int port, CiscoMediaCapability[] capabilities, int[] algorithmIDs)</pre> <p>The CiscoMediaTerminal must be in the CiscoTerminal.UNREGISTERED state, and its provider must be in the Provider.IN_SERVICE state. This interface provides static registration with secure media. If applications do not register this interface, the media remains non-secured. AlgorithmIDs indicate SRTP algorithms that this CTIPort supports. AlgorithmIDs maybe only one of CiscoSupportedAlgorithms.</p>

CiscoRouteTerminal

void	<pre>register (CiscoMediaCapability[]) capabilities, int registrationType, int[] algorithmIDs</pre> <p>The CiscoRouteTerminal must be in the CiscoTerminal.UNREGISTERED state, and its provider must be in the Provider.IN_SERVICE state. By default, media gets terminated in non-secure mode. AlgorithmIDs indicate SRTP algorithms that this CTIPort supports. AlgorithmIDs may be only one of CiscoSupportedAlgorithms.</p>
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CiscoSupportedAlgorithm Constants

AES_128_COUNTER

Secured Monitoring and Recording

This feature enables Cisco JTAPI to monitor and record secured calls. Monitoring and recording of calls was introduced in Release 6.0 of the Cisco Unified Communications Manager, but it did not support secured monitoring or recording of calls. For this release, the feature also supports secured calls. With this enhancement a supervisor or recorder can monitor or record a secure call only if its device security capability is same as or more than that of the agent. If the security capability of the monitor initiator's device is less than that of the target, the request for monitor fails. Recording request fails if the recording is attempted for an authenticated device, or if the security capability of the recorder is non-secured and that of the agent is Encrypted.

Cisco JTAPI throws a PrivilegeViolationException with CTIERR_SECURITY_CAPABILITY_MISMATCH, when the monitoring request is rejected due to the supervisor not meeting the security capabilities of the agent. A new API getTransactionID() is added to CiscoTermConnMonitorInitiatorInfoEv and CiscoTermConnMonitorTargetInfoEv.

CiscoJTAPI delivers a new event CiscoAddrMonitoringTerminatedEv when the monitoring session is torn down. This event is delivered to the Supervisor who had started the secured monitoring session but had dropped off from the monitoring call.

New APIs getCiscoAddrMonitoringTerminatedEvFilter() and setCiscoAddrMonitoringTerminatedEvFilter() have been added to the interface CiscoAddrEvFilter for applications to get or set the filter value for the CiscoAddrMonitoringTerminatedEv. By default, the filter is set to True and the event is delivered. To stop receiving this event, applications must set this filter to False.

As before, When a monitoring call (call used by monitor initiator) is conferenced, the final call may not have any connection to monitor target. When monitor initiator conferences another party to a monitoring call, both parties can listen to the audio between monitor target and caller.

Interface Changes

[CiscoJtapiException](#), on page 424, [CiscoTermConnMonitorInitiatorInfoEv](#), on page 593, [CiscoTermConnMonitorTargetInfoEv](#), on page 595, [CiscoAddrMonitorTerminatedEv](#), on page 296, [CiscoAddrEvFilter](#), on page 313,

Message Sequences

[Secured Monitoring Use Cases](#), on page 1372, [Secured Recording](#), on page 1548

Backward Compatibility

This feature is backward compatible.

SelectRoute Interface Enhancement

The SelectRoute interface gets enhanced to take the parameters PreferredOriginalCalledNumber and PreferredOriginalCalledOption. This enables applications to reset the OriginalCalled value to a specified PreferredOriginalCalledNumber when the call gets routed. This interface takes a list of PreferredOriginalCalledNumber, PreferredOriginalCalledOption, and corresponds them to the RouteSelected list. If the call gets routed to Route at index I in the RouteSelected list, the PreferredOriginalCalledNumber and PreferredOriginalCalledOption at index I get used. Applications get the following behavior with different values for these parameters.

**Note**

Below x, point to the index where the call is being routed. For example, if the call gets routed to Route n, then value of x will equal n. If a PreferredOriginalCalledOption at index x is invalid or out of range, JTAPI defaults it to CiscoRouteSession.DONOT_RESET_ORIGINALCALLED, and if PreferredOriginalCalledOption is null, all the routing gets done with option CiscoRouteSession.DONOT_RESET_ORIGINALCALLED.

When PreferredOriginalCalledOption[x] Is Set to CiscoRouteSession.RESET_ORIGINALCALLED

- If RouteSelected list contains Routes R1, R2 .. Rn, and preferredOriginalCalled list contains O1, O2, ... On, if R1 is available, then call will be routed to R1, and OriginalCalledNumber will be set to O1; if R1 is busy and R2 is available, then call will be routed to R2, and OriginalCalledNumber will be set to O2 ... and so on.
- If RouteSelected list contains Routes R1, R2 .. Rn, and preferredOriginalCalled list contains O1, O2, ... Om, and $m < n$, if R1 is available, the call will be routed to R1, and preferredOriginalCalled will be set to O1; if R1 is busy and R2 is available, the call will be routed to R2, and OriginalCalledNumber will be set to O2 and so on until m. From Route m+1, if Rm+1 is available, the call will be routed to Rm+1, and OriginalCalledNumber will be set to Rm+1, and so on. Lastly, if Rn is available, the call gets routed to Rn, and OriginalCalledNumber gets set to Rn".
- If RouteSelected list contains Routes R1, R2 .. Rn, and preferredOriginalCalled list is NULL, then if R1 is available, the call will be routed to R1, and OriginalCalledNumber will be set to R1; if R1 is busy and R2 is available, the call will be routed to R2, and OriginalCalledNumber will be set to R2 ... and so on.

When PreferredOriginalCalledOption[x] Is Set to CiscoRouteSession.DONOT_RESET_ORIGINALCALLED

- If RouteSelected list contains Routes R1, R2 .. Rn, and preferredOriginalCalled list contains O1, O2, .. On, the call will be routed to one of the available routes, and the OriginalCalledNumber will remain unchanged.
- If RouteSelected list contains Routes R1, R2 .. Rn, and preferredOriginalCalled list contains O1, O2, ... Om, and $m < n$, the call will be routed to one of the available routes, and the OriginalCalledNumber will remain unchanged.
- If RouteSelected list contains Routes R1, R2 .. Rn, and preferredOriginalCalled list is NULL, the call will be routed to one of the available routes and OriginalCalledNumber will remain unchanged.



Note When OriginalCalled gets set to PreferredOriginalCalled, LastRedirectingParty number also gets reset to PreferredOriginalCalled.

The following new or changed interfaces exist for SelectRoute Interface Enhancement:

int	selectRoute (java.lang.String[] routeSelected, int callingSearchSpace, java.lang.String[] preferredOriginalCalledNumber, int[] preferredOriginalCalledOption) Selects one or more possible destinations for routing a call.
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PreferredOriginalCalledOption takes one of the following values:

static int	DONOT REESET_ORIGINALCALLED Optional parameter value for PreferredOriginalCalledOption that specifies not to reset OriginalCalled.
static int	REESET_ORIGINALCALLED Optional parameter value for PreferredOriginalCalledOption that resets OriginalCalled to preferredOriginalCalledNumber.

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for SelectRoute Interface Enhancement, see [Message Sequence Charts, on page 765](#).

selectRoute() with Calling Search Space and Feature Priority

The selectRoute() has feature priority and calling search space parameters as an array. This API provides the flexibility of different feature priorities and calling search spaces for each route selected.

Interface Changes

[CiscoRouteSession, on page 529](#)

Message Sequences

[selectRoute\(\) with Calling Search Space and Feature Priority, on page 1176](#)

Backward Compatibility

This feature is backward compatible. The selectRoute() API remains functional and interoperates with the overloaded selectRoute() API.

Set MessageWaiting

SetMessageWaiting provides a method for applications to set the message-waiting lamp or indicator for an address. Invoke the method on an address that is in the same partition as the destination.

The following interface specifies whether the message waiting indicator should be activated or deactivated for the address that the **destination** specifies. If **enable** is true, message waiting activates if not already activated. If **enable** is false, message waiting deactivates if not already deactivated.

```
{
public void setMessageWaiting (java.lang.String destination, boolean enable)
    throws javax.telephony.MethodNotSupportedException,
           javax.telephony.InvalidStateException,
           javax.telephony.PrivilegeViolationException
}
}
```

Shared Line Support

Shared line represents the same DN appearances on multiple terminals. CiscoJtapi provides support for Shared Line, which provides applications with the ability to control shared DN terminals, hold a call on one shared DN Terminal and unhold the same call from another shared DN Terminal, make calls between two shared lines, initiate a call from one shared line terminal while another active call exists on another shared line terminal with the same DN.

Share line provides the following interfaces:

- `CiscoAddress.getInServiceAddrTerminals()`—Returns an array of terminals for which the address is in service.


```
Terminal [] getInServiceAddrTerminals();
```
- `CiscoAddrOutOfService.getTerminal()`—Returns the terminal that is going out of service.


```
Terminal getTerminal();
```
- `CiscoAddrInService.getTerminal()`—Returns the terminal that is going in service.


```
Terminal getTerminal();
```
- `CiscoConnection.setRequestController(TerminalConnection tc)`—Allows an application to select a terminalConnection that is associated with a connection on which you can perform park, redirect, or disconnect operations. You need to do this in a situation where more than one active TerminalConnection exists in a SharedLine scenario.
- `CiscoConnection.getRequestController()`—Returns TerminalConnection that application sets as request controller.
- `CiscoAddrAddedToTerminalEv`—Gets sent when the following conditions occur:
 - A Terminal/Device gets added into the user controlList that contains a SharedDN, which sends the event to the application. In other words, if user has an address in control list, and a new device gets added with same address in control list, this event gets sent.
 - An EM (extension mobility) user logs into the terminal with a profile that contains a SharedDN. In this scenario, this event notifies that a new terminal is added to an already existing Address.
 - A new SharedDN is added to a device in a user control list

Interface `getTerminal()` returns the terminal that gets added to the address.

Interface `getAddress()` returns the address on which a new terminal is added.

- `CiscoAddrRemoveFromTerminalEv`—Gets sent when the following conditions occur:
 - A user removes a Terminal/Device from the user controlList that contains a SharedDN. In other words, if a user has a shared address in a control list, and one of the devices with same address gets removed, this event gets sent.
 - An EM(extension mobility) user logs out from the terminal that had a profile that contains a SharedDN. This event notifies applications that one of the terminals is removed from an existing Address.
 - A new SharedDN (SharedLine) is removed from a device in a control list.

Interface `getTerminal()` returns the terminal that gets removed from the address.

Interface `getAddress()` returns the address from where the terminal gets removed.

The following changed or new behaviors exist for a SharedLine:

- Behavior changes for `CiscoAddress` event include
 - JTAPI applications will receive multiple `CiscoAddrInServiceEv` for shared line addresses. Applications can use `CiscoAddrInServiceEv.getTerminal()` to get the terminal on which address goes in service.
 - JTAPI applications receive multiple `CiscoAddrOutOfServiceEv` for shared line addresses. Applications can use `CiscoAddrInServiceEv.getTerminal()` to get terminal on which address goes out of service.
 - The address state goes in service when a first shared line goes in service; for example, when the first `CiscoAddressInServiceEv` gets received.
 - The address state goes out of service when the last shared line goes out of service; for example, when the last `CiscoAddressOutOfServiceEv` gets received.
- For an incoming call, all the line appearances of a shared line ring. To applications, this gets presented as one active call (`callActiveEv`), one `Connection(ConnCreatedEv)`, and multiple `terminalConnection(TermConnCreatedEv)` one each for each shared line).
- Calls get presented to all terminals. When a call is in a ringing state, the state of the terminal connection equals `Ringing`. When a the shared line answers, the `terminalConnection` state goes to an active state, while other `terminalConnections` on the shared line go to a passive state, and `callControlTerminalConnection` for all the shared lines at this point go into a bridged state. When a call is put on hold, all the terminal connections go into an active state, and `callControlTerminalConnection` goes to a held state. At this point, any terminal can retrieve the call. The retrieving terminal `terminalConnection` remains in an active state, and `callControlTerminalConnection` goes to a talking state while all other shared terminals `terminalConnections` go into a passive state. Simultaneously, `CallControlTerminalConnection` changes from a held state to a bridged state.
- A shared line can make a call to another shared line of the same DN. In this scenario, the call includes only one connection and multiple terminal connections.
- When a shared line makes a call to another shared line of the same DN, the post condition for this equals only one connection.
- For a shared line connection with two active `terminalConnections` (such as barge), `Connection.Disconnect()` does not result in disconnected connection.

If an application is monitoring only a SharedDN Connection with only a passive or bridged TerminalConnection, invoking any API on the connection results in a PreConditionException.

- Similar to the previous scenario, if all the connections of a call monitored by an application have only a Passive or Bridged TerminalConnection, all APIs on the call throw a PreConditionException (such as `Call.Drop()`).
- If more than one active TerminalConnection exists on a shared line, `Call.drop()` does not return in `CallInvalid` in the following scenarios:
 - A normal two-party call between A and B, where A represents a SharedLine with A' and A' barged into the call

The application does not monitor A' and B. If the application issues a `Call.drop()`, the A' TerminalConnection goes into a passive state, but the call does not go `InValid`.
 - Similar to above, if A, A', A'' and B are in a Conference Call

The application monitors only A and A', and `Call.drop()` does not result in the call going `InValid`. Only the A and A' terminal connections go passive.
 - A, A', and B, B' represent a SharedLine address

A calls B, B answers, and A' and B' barge into the call. The application monitors only A and B. In this scenario, `Call.drop()` results in a TerminalConnection of A and B going passive, but the call does not go `InValid`.
- If a TerminalConnection is in a passive or bridged state or Passive/InUse state, all APIs on the TerminalConnection() throw a PreConditionException. A TerminalConnection only allows an API Terminal ConnectionJoin() (called Barge) in the passive or bridged state. TerminalConnection does not currently support TerminalConnection Join().
- If more than one active or talking TerminalConnections exists in a connection, applications may have to end one before issuing an API on the connection like Redirect(), Park(), Disconnect(). You can select TerminalConnection by using API Connection.setRequestController (TerminalConnection tc).
- If a call gets held on SharedLine terminals and an application issues a Connection.Disconnect (), the applications may set a particular TerminalConnection through API Connection.setRequestController(TerminalConnection tc). If requestcontroller is not set, all HeldTerminalConnections get dropped, and connection goes to a disconnected state. If only one HeldConnection gets dropped, the call remains present on other SharedLines terminals. The call appearance disappears from the dropping terminal, which disallows the terminal from barging into the call or participating in feature operations on the call.

For details on the interface changes, see [Cisco Unified JTAPI Extensions, on page 257](#) To view the message flow for shared lines, see [Message Sequence Charts, on page 765](#)

Silent Monitoring

This feature provides the ability to silently monitor calls using an IP Phone. The caller represents the end point, which calls or receives a call from the monitor target. The monitor target is the party to monitor (in a call centre, the agent), and the monitoring party is the monitor initiator (the supervisor).

The recording feature lets applications record conversations on any observed address. Three recording configurations are available:

The silent monitoring feature lets applications listen to a live conversation between two other parties. The monitor initiator cannot talk to either the monitor target or the caller. The feature provides notification tones when legal compliance is required.

Only an application request can initiate monitoring. The application must send a monitor request for each call that it wants to monitor. The system can only monitor calls that are in a connected state. On the successful completion of a monitor request, the audio stream between the monitor target and the caller streams to the monitor initiator. The monitor target receive a tone:

- if the monitor target is configured to receive a tone, or
- if the application requests a tone when it starts the monitor

Applications can monitor calls if they belong to the Standard CTI Allow Call Monitor user group or can be used outside of contact center. The system delivers monitoring-related events to all call observers.

“Monitor” is a reserved word that should not be configured as display names for any lines in the system. Other reserved words are “Conference,” “Park Number,” “Barge,” and “CBarge.”

When a monitoring session is established, the terminal observer on the monitoring initiator receives Cisco RTP events. Although the media for a silent monitoring call flows only in one direction, `getMediaConnectionMode()` would return `CiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE` instead of `CiscoMediaConnectionMode.RECEIVE_ONLY`. Applications should expect to find the same behavior in `CiscoMediaOpenLogicalChannelEv` if a `CTIPort` is used as the monitor initiator.

When a monitoring call (the call used by the monitor initiator) is conferenced, the final call does not have any connection to the monitor target. When the monitor initiator conferences another party into a monitoring call, both parties can listen to the audio between the monitor target and the caller.

The following interfaces extend `TermConnEv` and are delivered to the call observer. For shared lines, the system delivers these events to call observers on the address or terminal of the talking terminal connections. Applications receive no events if they have only the terminal whose connection is in the `INUSE` or `BRIDGED` state.

CiscoTermConnMonitoringStartEv

`CiscoTermConnMonitoringStartEv`

Indicates the start of monitoring and is delivered to the call observer on the monitor target. Using `getMonitorType()` on this event returns the monitor type.

CiscoTermConnMonitoringEndEv

`CiscoTermConnMonitoringEndEv`

Indicates the end of monitoring and is delivered to the call observer on the monitor target.

CiscoTermConnMonitorInitiatorInfoEv

Exposes monitor initiator information and is delivered to the call observer of the monitor target. This interface has one method: `CiscoMonitorInitiatorInfo getCiscoMonitorInitiatorInfo ()`

Returns a `CiscoMonitorInitiatorInfo` that exposes the terminal name and address of the monitor initiator.

CiscoTermConnMonitorTargetInfoEv

Exposes monitor target information and is delivered to the call observer of monitor target. This interface has one method: `CiscoMonitorInitiatorInfo getCiscoMonitorTargetInfo ()`

Returns a `CiscoMonitorInitiatorInfo` that exposes the terminal name and address of the monitor target.

Two new error codes notify applications about monitoring failures:

- `CTIERR_PRIMARY_CALL_INVALID` is returned by `CiscoException.getErrorCode()` for exceptions that occur when a monitoring request fails due to the call going idle or getting transferred.
- `CTIERR_PRIMARY_CALL_STATE_INVALID` is returned when the monitoring request fails due to the call transitioning to a different state where monitoring cannot be invoked.

This release introduces a new `AddressType`, `MONITORING_TARGET`. JTAPI creates a connection on an address of this type for a monitoring target address; `CiscoAddress.getType()` returns this value.

Backward Compatibility

This feature is backward compatible. Applications will not see any new events unless this feature is configured and used on one of the application-controlled addresses. The administrator can enable this feature by adding Standard CTI Allow Call Monitor user groups.

For detailed information about these interface changes, see the following topics:

- [CiscoJtapiException](#), on page 424
- [Related Documentation](#), on page 297
- [CiscoCall](#), on page 340
- [CiscoMediaTerminal](#), on page 462
- [CiscoMonitorTargetInfo](#), on page 474
- [CiscoMonitorInitiatorInfo](#), on page 473
- [CiscoProvider](#), on page 500
- [CiscoProviderCapabilities](#), on page 509
- [CiscoProviderCapabilityChangedEv](#), on page 512
- [CiscoRecorderInfo](#), on page 517
- [CiscoTerminalConnection](#), on page 642
- [CiscoTermConnMonitorInitiatorInfoEv](#), on page 593
- [CiscoTermConnMonitorTargetInfoEv](#), on page 595

Secured Monitoring

With this enhancement a supervisor can monitor a secure call only if its device security capability is same as or more than that of the agent. If the security capability of the monitor initiator's device is less than that of the target, the request for monitor fails.

Cisco JTAPI throws a `PrivilegeViolationException` with `CTIERR_SECURITY_CAPABILITY_MISMATCH`, when the monitoring request is rejected due to the supervisor not meeting the security capabilities of the agent. A new API `getTransactionID()` is added to `CiscoTermConnMonitorInitiatorInfoEv` and `CiscoTermConnMonitorTargetInfoEv`.

CiscoJTAPI delivers a new event `CiscoAddrMonitoringTerminatedEv` when the monitoring session is torn down. This event is delivered to the Supervisor who had started the secured monitoring session but had dropped off from the monitoring call.

The APIs `getCiscoAddrMonitoringTerminatedEvFilter()` and `setCiscoAddrMonitoringTerminatedEvFilter()` have been added to the interface `CiscoAddrEvFilter` for applications to get or set the filter value for the `CiscoAddrMonitoringTerminatedEv`. By default, the filter is set to `True` and the event is delivered. To stop receiving this event, applications must set this filter to `False`. As before, When a monitoring call (call used by monitor initiator) is conferenced, the final call may not have any connection to monitor target. When monitor initiator conferences another party to a monitoring call, both parties can listen to the audio between monitor target and caller.

Secured Monitoring Interface Changes

[CiscoJtapiException](#), on page 424, [CiscoTermConnMonitorInitiatorInfoEv](#), on page 593, [CiscoTermConnMonitorTargetInfoEv](#), on page 595, [CiscoAddrMonitorTerminatedEv](#), on page 296, [CiscoAddrEvFilter](#), on page 313

Message Sequences

[Secured Monitoring Use Cases](#), on page 1372, [Secured Recording](#), on page 1548

Backward Compatibility

This feature is backward compatible.

Single Sign-On

The Single Sign-On feature allows Cisco JTAPI applications to use the single sign-on ticket to authenticate instead of a user ID and password.

Applications fetch the service ticket for the OpenSSO server from the active directory and then pass the ticket to Cisco JTAPI in the string used in the `getProvider(String str)` API. Applications can set the single sign-on ticket as `ssoticket = "ssotokenformat"`.

Only end users can use this feature.

Applications using this feature need not specify the user ID and password in the `getProvider` string.

If an application is used by an end user and has the Standard CTI Secure Connection role enabled, then a user ID is required in the provider string. No password is required.

This solution is designed around an active directory with a Kerberos environment to achieve Windows desktop Single Sign-On. If an active directory with a Kerberos environment is unavailable, then an alternate equivalent setup is available, which includes a KDC, an authentication server, and a domain controller.

Sample Code

```
String ssoticket = getSSoticket(); //application implementation
String providerString = cucmsserver + ssoticket + ";";
JtapiPeer peer = JtapiPeerFactory.getJtapiPeer ( null );
try
{
    Provider provider = peer.getProvider (providerString);
}
catch (Exception exp )
```

```

{
  if ( exp instanceof PlatformException)
  {
    switch ( ((CiscoJtapiException)exp).getErrorCode() )
    {
      case CiscoJtapiException. CTIERR_SSO_DISABLED:
        System.out.println("SSO feature not enabled on CUCM ");
        break;
      case CiscoJtapiException. CTIERR_SSO_AUTH_SERVER_DOWN:
        System.out.println("server down");
        break;
    }
  }
  else
  {
    System.out.println("Exception = " + exp.toString());
  }
}

```

SSO Cookie

JTAPI supports authentication using SSO Cookie from Release 10.0.1 and later. An SSO Cookie, once generated, is valid for the entire session. The cookie can be reused during that session. SSO Cookie is supported only on a Secure Connection. Cisco JTAPI does not allow authentication using SSO Cookie over non-secure connections.

Applications must also provide the fully qualified name of the client and server certificates in the providerString.

The following new keywords are being introduced to be used in the provider string : **ssocookie**, **cCert**, **sCert**.

The providerString must be in the following format when using an SSO Cookie:

providerString = "ssocookie = <cookie>;cCert = <fully qualified client certificate>;sCert = <fully qualified server certificate>;"

Interface Changes

See [CiscoJtapiException](#), on page 424

Message Sequences

See [Single Sign-On](#), on page 1580

Backward Compatibility

This feature is backward compatible.

Single Step Transfer

This interface allows applications to transfer a call to an address. Cisco Unified JTAPI continues to support this interface as defined in JTAPI 1.2 specification, but the events that are delivered to applications are changed from the previous versions of Cisco Unified JTAPI.

In previous versions of Cisco Unified JTAPI, the original call goes to a held state, and a new call gets created between the transfer controller and destination when applications use this interface. After successful completion of transfer, both calls on transfer controller go to an IDLE state. If a transfer fails, the original call remains in

a held state, and applications retrieve the call. CiscoTransferStart and end events get delivered to the applications at the start and completion of the transfer operation.

Applications get the following changes:

- A new call does not get created.
- CiscoTransferStartEv and CiscoTransferEndEv do not get delivered to applications.
- The state of the original call is retained if the transfer operation fails.

The pre and post conditions of this interface did not change.

To view the message flow for Single Step Transfer, see [Message Sequence Charts, on page 765](#)

SIP 3XX Redirection

The SIP Redirect server receives SIP requests and responds with 3xx(redirection) responses, which direct the client to contact an alternate set of SIP addresses. This enhancement supports the Cisco Unified Communications Manager Redirection (3xx) Call Control primitive in compliance with RFC 3261. The Cisco Unified Communications Manager Redirection primitive processes SIP 3xx responses and does sequential hunting to each contact address from the 3xx response. Cisco Unified Communications Manager Redirection primitive also handles feature interactions that result from performing this operation. Cisco Unified JTAPI exposes new reason codes in all CallEvs, which indicate when connection and terminalConnection are created and destroyed as a result of this primitive.

LastRedirectAddress may change if feature interactions like JTAPI Redirect or CallForwardNoAnswer occur when the Redirection primitive is hunting for a target. If the target does not answer and Cisco Unified Communications Manager Redirect takes control of the call to send it to next target, lastRedirectAddress is set to the party who originally sent the SIP 3xx response.

If a diversion header is present in the SIP 3xx response, the 3xx primitive uses the first value of the diversion header for lastRedirectParty, and JTAPI applications will see the diversion header element as lastRedirectAddress.

To maintain backward compatibility, JTAPI exposes the new API CiscoCallEv.getCiscoFeatureReason() in the CiscoCallEv interface, which contains the reason as CM_REDIRECTION.



Note Applications should be aware that new feature-specific reason codes could be returned from this API, and applications should provide default behavior for unrecognized reason codes.

The following sections describe the interface changes for SIP 3XX Redirection.

Public Interface CiscoFeatureReason

static int	<p>REASON_CM_REDIRECTION</p> <p>This reason indicates that event is a result of 3xx response from the CM_REDIRECTION primitive in Cisco Unified Communications Manager.</p>
------------	------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

CiscoCallEv

int	<pre>getCiscoFeatureReason()</pre> <p>A feature specific reason for this event. Applications should make sure to handle unrecognized reasons and provide default behavior as this interface may not be backward compatible as new reasons might be added in the future.</p>
-----	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

SIP Phone Support

This release of Cisco Unified Communications Manager allows phones that run SIP to register and interoperate with phones that run SCCP. The following sections describe the new interfaces introduced to support phones that run SIP along with the limitations and differences in behavior with respect to phones that support SCCP. Though not all existing features are supported on phones that run SIP, the general behavior in terms of JTAPI events and interfaces for phones that run SIP are similar to that of a phone that runs SCCP.

JTAPI applications can only control Cisco Unified IP Phone 7900 Series that run SIP, which includes Cisco Unified IP 7970 phones. Applications should not include Cisco Unified IP 7960, 7940, and other phones that run the SIP protocol in their control list. JTAPI applications cannot control third-party phones that run SIP, so third-party phones that run SIP should not be included in the control list.

In prior releases, JTAPI supported an initial feature set on phones that run SIP. In this release support is added for the following functionality on phones that run SIP:

- Park for Phones that run SIP
- Unpark Phones that run SIP

**Tip**

The order of events for consult calls differs for phones that run SIP and SCCP phones. Consider the following scenario:

1. Terminal A initiates a call to the shared line B/B'.
2. The shared line initiates a consult call to Terminal C.

If the shared line is a SIP device, the following call events occur:

- B (active) receives: OnHold -> Select -> NewCall
- B' (remote-in-use) receives: Select -> NewCall -> OnHold

However, if the shared line is a SCCP device, the call events are Select -> OnHold -> NewCall on both terminals.

If the application is only monitoring, `call.getConsultingTerminalConnection()` may return null.

JTAPI supports the following features for phones that run SIP:

- Call.connect; offhook
- answer; disconnect; drop; hold; unhold
- consult; transfer; conference; redirect

- playdtmf, deviceData

JTAPI supports the following events for phones that run SIP:

- CiscoTermDeviceStateEv, RTP events, inService, and OutOfService
- MediaTermConnDtmfEv (only out of band is supported), transfer start and end events, conference start and end events, CiscoToneChangedEv, and CiscoTermConnPrivacyChangedEv

Behavior of phones that run SIP differ from that of phones that run SCCP in the following ways:

- Call Rejection—When a call is made to a phone that runs SIP, the phone can choose to reject the call. In this case, applications perceive CallActive, ConnCreatedEv followed by ConnDisconnectedEv for the address on the SIP terminal. This is similar to RP rejecting the call.
- Consult without media calls involving SIP phones should be transferred within 1.5 seconds after the call is connected.
- For phones that run SIP, enbloc dialing is always used even if the user first goes off hook before dialing digits. The phone waits until all the digits are collected before sending the digits to the Cisco Unified Communications Manager . This means that CallCtlConnDialingEv is delivered only after enough digits are pressed on the phone to match one of the configured dialing patterns.
- Applications should configure “out of band DTMF” on all devices to receive MediaTermConnDtmfEv.

Events for CTI ports, route points, and phones that run SCCP are not changed.

When a Cisco Unified IP Phone 7900 Series model that runs SIP using UDP as transport fails connectivity with Cisco Unified Communications Manager , JTAPI applications receive the events CiscoTermOutOfServiceEv and CiscoAddrOutOfServiceEv for the terminal and address defined for the phone. Because of the inherent delay in UDP in detecting the connectivity loss, the Cisco Unified IP Phone 7900 Series that runs SIP may visually show as registered after applications have already been notified with the out-of-service events.

If Cisco Unified IP Phone s 7960, 7940, and non-Cisco Unified IP Phone 7900 Series that run SIP are included in the control list, exceptions are thrown when observers (both observer and call observers) are added to the address or terminal and CiscoTermRestrictedEv is delivered to a provider observer. The cause for these events would be CiscoRestrictedEv.CAUSE_UNSUPPORTED_PROTOCOL.

CiscoTerminal exposes new interface getProtocol() to indicate whether terminal is a phone that runs SCCP or a phone that runs SIP. CiscoTerminalProtocol defines the values that are returned by getProtocol().

The following new interfaces that are defined on CiscoCall let applications get URL information for external SIP entities.

Public Interface CiscoCall

CiscoPartyInfo	getLastRedirectingPartyInfo()
CiscoPartyInfo	getCurrentCallingPartyInfo()
CiscoPartyInfo	getCurrentCalledPartyInfo()
CiscoPartyInfo	getCalledPartyInfo()

Public Interface CiscoPartyInfo

CiscoUrlInfo	getUrlInfo()
Address	getAddress()
string	getDisplayname()
string	getUnicodeDisplayName()
boolean	getAddressPI()
boolean	getDisplaynamePI()
boolean	getLocale()

Public Interface CiscoUrlInfo

int	getUrlType() Final int URL_TYPE_TEL Final int URL_TYPE_SIP Final int URL_TYPE_UNKNOWN
string	getHost()
string	getUser()
int	getPort()
int	getTransportType() Final int TRANSPORT_TYPE_UDP Final int TRANSPORT_TYPE_TCP

Public Interface CiscoTerminal

int	getProtocol()
-----	---------------

CiscoTerminalProtocol

static int	PROTOCOL_NONE Indicates an unrecognized or unknown protocol type
static int	PROTOCOL_SCCP Indicates the device is using SCCP to communicate to Cisco Unified Communications Manager

static int	<p>PROTOCOL_SIP</p> <p>Indicates the device is using SIP to communicate to Cisco Unified Communications Manager</p>
------------	---------------------------------------------------------------------------------------------------------------------

SIP REFER or REPLACE

REFER is a SIP method that is defined by RFC 3515. The REFER method indicates that the recipient (referee, identified by the Request-URI) should contact a third party (referred to as the target) by using the contact information that is provided in the request. This REFER method allows the party who is sending the REFER (referrer) to be notified of the outcome of the referenced request.

Cisco Unified Communications Manager, being a Back-To-Back User Agent (B2BUA), processes both inside and outside dialog inbound REFER on behalf of the Referee. As result of REFER, Cisco Unified Communications Manager creates a call between the Referee and the Refer-to-Target. If there is a previously existing call between the Referrer and the Referee, the call at the Referrer gets dropped after REFER completes.

The REPLACES feature is the replacement of an existing SIP dialog with a new dialog. A SIP dialog is a call between two SIP user agents; a Cisco Unified Communications Manager dialog is a half call (callleg). The REPLACES feature is triggered either by REFER or by an INVITE. Cisco Unified Communications Manager handles a REPLACES request on behalf of the recipient of the REPLACES header. The request is associated with a new dialog and the requesting party is the party that wants to replace another party in the existing dialog (call) identified in the REPLACES header. Cisco Unified Communications Manager disconnects the dialog (call) identified in the REPLACES header and connects the requesting party.

JTAPI is enhanced to model Call events caused by the Cisco Unified Communications Manager REFER and REPLACE features in the JTAPI call model. JTAPI provides applications with the capability to handle call events caused by REFER and REPLACE features. JTAPI does not provide any interface for applications to initiate REFER or REFER/INVITE with REPLACES requests; however, JTAPI can handle the call events properly.

These two features are backward compatible. JTAPI provides events that are caused by REFER/REPLACE with CAUSE_NORMAL. Applications can get feature-specific reasons from the new interface `CiscoCallEv.getCiscoFeatureReason()`.



Note This interface provides feature-specific reasons for current and new features, but this method will not remain backward compatible in future releases. Applications using this interface must implement default handling to avoid future backward-compatibility issues.

The following sections describe the interface changes for SIP REFER/REPLACE.

CAUSE Provided for REFER/REPLACE

JTAPI provides CAUSE_NORMAL for events that caused by REFER/REPLACES. Applications should use `CiscoCallEv.getCiscoFeatureReason()` to get the feature-specific reason.

Interface Provided on CiscoCallEv

This interface provides CiscoFeatureReason in the JTAPI call event. Older features, such as transfer, continue to receive the old CiscoCause that is provided by the previous interface, CiscoCallEv.getCiscoCause(). This new interface provides REASON_TRANSFER for transfer.

```
com.cisco.jtapi.extensions
Interface CiscoCallEv
```

int	getCiscoFeatureReason () This interface returns Cisco Unified Communications Manager Feature Reason.
-----	----------------------------------------------------------------------------------------------------------------

Interface CiscoFeatureReason

JTAPI provides CiscoFeatureReason in Call events caused by features. CiscoFeatureReason is provided for existing as well as new Cisco Unified Communications Manager features. For REFER and REPLACES features, the reason would be REASON_REFERER and REASON_REPLACES. This interface will provide new reasons for any new features that may be introduced in the future, and is not backward compatible.

Applications using CiscoFeatureReason should expect to receive new reasons in later releases and must implement default behavior to maintain the Application's backward compatibility.

Applications that use CiscoFeatureReason should expect to receive new reasons in later releases and must implement default behavior to maintain backward-compatibility.

Public Interface CiscoFeatureReason

static int	REASON_REFERER Reason returned for events that are sent for REFER by Cisco Unified Communications Manager.
static int	REASON_REPLACE Reason returned for events that are sent for REPLACE by Cisco Unified Communications Manager.

SIP Trunk Early Offer

The SIP Trunk Early Offer feature allows the SIP trunk to support early offer outbound calls. The SIP trunk does not use a Media Termination Point (MTP) when the media capabilities and port information of the phone is available.

If the media port information is not available, the Cisco Unified Communications Manager allocates an MTP to provide an offer.

If the application enables this feature and makes a call that goes through a SIP trunk, the Cisco Unified Communications Manager must have the IP address and the port information of the registered terminal even before the media is established. This eliminates the need for MTP.

The following are the changes done from the JTAPI perspective:

- A new interface, CiscoBaseMediaTerminal, extends CiscoTerminal.

- A new register() API has the following arguments:
 - IP Address
 - Port
 - Media Capability
 - Algorithm ID
 - IP_V6 Address
 - Addressing Mode
 - Registration Type

Applications use register() API to register CiscoMediaTerminal and CiscoRouteTerminal with the following registration types available in CiscoBaseMediaTerminal.

- CiscoBaseMediaTerminal.NO_MEDIA_REGISTRATION (applicable only for route points)
- CiscoBaseMediaTerminal.DYNAMIC_MEDIA_REGISTRATION (for dynamic registration of CTI ports and route points)
- CiscoBaseMediaTerminal.DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT
- CiscoBaseMediaTerminal.STATIC_MEDIA_REGISTRATION (for static registration of CTI port)
- CiscoBaseMediaTerminal.STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT



Note The applications use the register() APIs on CiscoRouteTerminal and CiscoMediaTerminal for route points and CTI ports to specify the registration type.

To enable this feature, select one of the following:

- CiscoBaseMediaTerminal.DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type to register a CTI port or a route point dynamically
- CiscoBaseMediaTerminal.STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type to register a CTI port or a route point statically.

If an application has enabled this feature and initiated a call that goes through a SIP Trunk, CiscoJTAPI delivers a new event CiscoMediaOpenIPPortEv. On receiving this event, applications query for the registration type using the API getRegistrationType(), which is exposed on this interface, and do the following based on the value returned.

- If return value is CiscoBaseMediaTerminal.DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT, applications must set the RTP Parameters and open the port. At present, the applications set the RTP parameters upon receiving CiscoMediaOpenLogicalChannelEv for dynamically registered CiscoMediaTerminal and CiscoRouteTerminal.
- If return value is CiscoBaseMediaTerminal.STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT,

applications must open the port. At present, most of the applications open statically registered terminals when they receive RTP events.

If an application tries to register a terminal, which is already registered with registration type as `CiscoBaseMediaTerminal.DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT` or `CiscoBaseMediaTerminal.STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT`, with a different registration type, JTAPI throws a `PlatformException` with the error code as `CiscoJtapiException.CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC_GETPORT_SUPPORT` or `CiscoJtapiException.CTIERR_MEDIA_ALREADY_TERMINATED_STATIC_GETPORT_SUPPORT`, respectively.

A new API, `isRTPRequired()`, is also exposed on the interface `CiscoMediaOpenLogicalChannelEv` to indicate if the applications must set the RTP parameters or not when they receive this event.

Applications must check the API when they receive the `CiscoMediaOpenLogicalChannelEv` and set the RTP Parameters only when the return value is true.



Note Early offer is not supported for IPv6 calls in release 8.5(1).

If an application registers a terminal with registration type as `CiscoBaseMediaTerminal.DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT` or `CiscoBaseMediaTerminal.STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT` and the IP addressing mode as IPv6, the registration follows but this feature does not come into effect. The applications do not receive the `CiscoMediaOpenIPPortEv`.

The application must close the ports when it receives media termination events or when a call is disconnected.

When IPv6 support is added, the application receives two `CiscoMediaOpenIPPortEv`, for dual mode devices, one for IPv4 and the other for IPv6 addresses. When the call is answered, application closes the unused port based on `MediaIPAddressingType` in `CiscoMediaOpenLogicalChannelEv`.

The service parameter, `Fail Call Over SIP Trunk if MTP Allocation Fails`, decides if the call must go through as a delayed offer or not. If applications do not set the RTP parameters when they receive `CiscoMediaOpenIPPortEv` for a dynamically registered terminal with get port support, this service parameter decides if the call must go through as a delayed offer or not.

Interface Changes

See [CiscoBaseMediaTerminal](#), on page 337, [CiscoMediaOpenIPPortEv](#), on page 455, [CiscoMediaOpenLogicalChannelEv](#), on page 457, [CiscoJtapiException](#), on page 424

Message Sequences

See [SIP Trunk Early Offer](#), on page 1604

Backward Compatibility

This feature is backward compatible.

This feature is applicable only when applications register the `CiscoMediaTerminals` and `CiscoRouteTerminals` with registrationType as `CiscoTerminal.DYNAMIC_MEDIA_REGISTRATION_GET_PORT` or `CiscoBaseMediaTerminal.STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT`.

Star (*) 50 Update

The Star (*) 50 feature enables you to divert a call to original called party (value returned by `CiscoCall.getCalledAddress()` method) and the called party (value returned by `CiscoCall.getCurrentCalledAddress()` method) from phone UI. After pressing the iDivert softkey, a menu displays that identifies the names of the original called party and the called party.

The user selects one of the two names and the call is redirected to the voice mailbox of the selected party. With the legacy iDivert, the call is diverted to original called party voice mailbox by just pressing iDivert softkey. Cisco Unified Communications Manager Administration introduced the following Service parameters to configure this feature:

- **iDivert Legacy Behavior**—Determines whether the phone uses the legacy iDivert behavior when a user presses the iDivert softkey or the enhanced *50 iDivert behavior. If the iDivert legacy service parameter is set to true, the iDivert legacy behavior is adopted and vice versa.
- **Allow QSIG during iDivert**—Determines whether iDivert legacy is allowed in deployments that have voice messaging integration over QSIG trunks and only used when the Use Legacy iDivert service parameter is set to true.
- **iDivert User Response timer**—Determines the number of seconds that Cisco Unified Communications Manager Administration waits for a response from the user before the iDivert screen is removed. If no user action occurs by the time this timer expires, the screen is removed from the phone. If the Use Legacy iDivert service parameter is set to true, Cisco Unified Communications Manager Administration ignores this parameter.

There is no interface change at JTAPI layer for this feature. The behavior changes from JTAPI application point of view means that Calls could either go to voice mail of OriginalCalled Party or Called.

Backward Compatibility

This feature is backward compatible.

Super Provider (Disable Device Validation)

When a JTAPI application user is configured, the system administrator normally associates a certain set of terminals (Cisco Unified IP Phones and devices) with this application user, who can control and monitor only this set of terminals. The Super Provider feature gives applications the ability to control and monitor any terminal in a Cisco Unified Communications Manager cluster.

The new `createTerminal()` new interface in `CiscoProvider` lets the application create a terminal by specifying a `terminalName`. JTAPI does not provide the capability to get the `terminalName` through any interface. The `CiscoProvider.createTerminal(terminalName)` returns the terminal. If the terminal already exists in the provider domain, JTAPI returns the existing terminal.

A second new interface, `CiscoProvider.deleteTerminal()`, lets the application delete the `CiscoTerminal` objects that are created by using the `CiscoProvider.createTerminal()` interface. If the terminal object does not exist or the application did not create the terminal with the `CiscoProvider.createTerminal()` interface, JTAPI throws exceptions.

JTAPI also provides a new interface on `CiscoProviderCapabilities`, `canObserveAnyTerminal()`, which can be enabled for application users through Cisco Unified Communications Manager Administration user

configuration. Applications can use this interface to determine whether they have sufficient capability to invoke the `createTerminal(terminalName)` interface. If the application does not have sufficient capability and this interface is invoked, JTAPI throws a `PrivilegeViolationException`. If the application provides a `terminalName` that does not exist in the Cisco Unified Communications Manager cluster, JTAPI throws a `InvalidArgumentException`.

Superprovider and Change Notification

Superprovider enhancements for JTAPI in this release consist primarily of the following changes.

When the “Superprovider privilege” gets disabled from Cisco Unified Communications Manager Administration after a provider opens, JTAPI gets notified through a CTI Change Notification Event and cleans up all the devices that it has opened that are not in its control list.

JTAPI informs applications about the change using the “`CiscoProviderCapabilityChangedEvent`.” This new event gets issued when the flag changes and indicates whether the flag has been enabled or disabled. When a device that is not in the control list is opened in the Superprovider mode, then moved to the control list, JTAPI moves the device into its control list.

- When a normal application receives a “`CiscoProviderCapabilityChangedEvent`” with the flag set, it means the Superprovider privilege has been granted to it, and it can start acquiring devices not in its control list.
- When a Superprovider application receives a “`CiscoProviderCapabilityChangedEvent`” with the Superprovider flag not set, it means that the Superprovider privilege has been removed for it. The following sequence of events then occurs:
 - Applications receive a Provider OOS event and all devices acquired/opened by it are closed.
 - Applications receive a `CiscoTermRemovedEv` for all devices not in the control list that have been acquired or opened.
 - Applications receive a Provider inService event when JTAPI succeeds in reconnecting to CTI as a normal user.
 - Applications receive device and line information.
 - Applications receive `CiscoTermCreatedEv` for all controlled devices that were open before the provider went OOS.
- JTAPI notifies applications by using the “`CiscoProviderCapabilityChangedEvent`” when the “park DN monitoring” flag is changed from Cisco Unified Communications Manager Administration.
 - When an application receives this event with the flag set, it does a register feature for the controlling park DN.
 - When an application receives this event with the flag not set, JTAPI again informs applications by using a “`CiscoProviderCapabilityChangedEvent`” and closes all the park DN addresses.
- JTAPI notifies applications by using the `CiscoProviderCapabilityChangedEvent` when the “change calling party number” flag is changed from Cisco Unified Communications Manager Administration.
 - When an application receives this event with the flag set, it can change the calling party number.
 - When an application receives this event with the flag not set, it cannot change the calling party number.

Applications should not change the calling party number when this flag is disabled.

- When a device that is not in the control list is opened or acquired by Superprovider, and is then deleted from Cisco Unified Communications Manager Administration, JTAPI closes the terminal object and sends a `CiscoTermRemovedEvent` to the application for that device.

Interface Changes

As a part of the Superprovider and change notification enhancements, JTAPI exposes the following API to applications. The JTAPI implementation for Superprovider and the handling of certain Provider capabilities has changed as a result. Superprovider enhancements for JTAPI in this release consist of the JTAPI QBE interface, changes in JTAPI behavior, and the new API which is exposed to applications.

JTAPI delivers `CiscoProviderCapabilityChangedEv` to the applications, with the following format. Applications should be able to receive and process this new event from JTAPI.

```
public interface CiscoProviderCapabilityChangedEv {
    public CiscoProviderCapabilities getCapability ();
}
```

`CiscoProviderCapabilities` have the following new methods for setting calling party modify privilege for the provider:

```
public boolean canModifyCallingParty();
public void setCanModifyCallingParty(boolean value);
```

`CiscoProviderCapabilityChangedEv` is delivered to the applications with the appropriate flag values.

After this, the following sequence of events occurs:

- JTAPI sends provider OOS events to the application and device/line OOS to devices and lines in the control list that are open.
- JTAPI then tries to reconnect to CTI.
 - If reconnect succeeds, JTAPI sends a provider `inService` event and reopens all the devices in the control list that were previously open.
 - If reconnect does not succeed, JTAPI shuts down the provider and sends a `ProviderClosedEvent`.
- If Superprovider privilege is added, JTAPI sends a `CiscoProviderCapabilityChangedEv` to the applications with the appropriate flag values.
 - If the `MonitorParkDN` flag is enabled, JTAPI sends a `CiscoProviderCapabilityChangedEv` with the `monitor park DN` flag set to true.
 - If the `MonitorParkDN` flag is disabled, JTAPI sends a `CiscoProviderCapabilityChangedEv` with the `monitor park DN` flag set to false.

JTAPI also closes all the park DN addresses and delivers a `CiscoAddrRemovedEv` to applications.

- When the `ModifyCgPn` flag is changed, JTAPI sets a flag in the provider object that is checked during redirect scenarios, and applications are accordingly allowed or denied permission to change the calling party.

JTAPI also delivers a `CiscoProviderCapabilityChangedEv` with the flag set to `modify CgPn`.

CiscoProvider Interface

boolean	hasSuperproviderChanged() Tells the application whether the Superprovider privilege changed.
boolean	hasModifyCallingPartyChanged() Tells the application whether the ModifyCgPn privilege changed.
boolean	hasMonitorParkDNChanged() Tells the application whether the Park DN monitoring privilege changed.

Backward Compatibility

This feature is not backward compatible.

Support for Cisco Unified IP Phone 6901

Cisco Unified IP Phone 6901 is a new IP phone with keypad similar to other basic Cisco IP phones but this phone does not have display, speaker phone, or head set jack. This phone supports only SCCP protocol. Features such as Park, Unpark, Call Pickup, Group Call Pickup, Direct Transfer, Call Forward All, and Join are not supported as softkeys are not provided for these features. These features are supported only from Cisco Unified Communication Manager. Cisco Unified IP Phone 6901 is a one line device and can support two calls per line. So, features such as Join Across Lines and Direct Transfer Across Lines cannot be supported by these devices.

One of the limitations of this phone is that to initiate or answer a call, the phone must be off-hook. If the phone is on-hook and the user initiates or answers a call, JTAPI throws `InvalidStateException` to the application with error code as `CiscoJtapiException.OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE`.

Another limitation is that Cisco Unified IP Phone 6901 does not accept XSI objects from applications, but if the application calls `sendData()` API for these phones, JTAPI throws an exception for the request to the application with the error code as `CiscoJtapiException.COMMAND_NOT_IMPLEMENTED_ON_DEVICE`.

Table 6: List of Supported or Unsupported Features on Cisco Unified IP Phone 6901

Feature	Supported/Unsupported	Scope
Park	Supported	From application only
UnPark	Supported	From application only
CallPickup	Supported	From application only
Hold/Retrieve	Supported	From phone and application
DirectTransfer	Supported	From phone and application
sendData() API	Unsupported	
JoinAcrossLines	Unsupported	As only one line can be configured on the phone

Feature	Supported/Unsupported	Scope
DirectTransferAcrossLines	Unsupported	As only one line can be configured on the phone
AutoBarge	Supported	From phone only
Recording	Unsupported	BIB cannot be configured on the phone
Monitoring	Supported	From application only Note If 6901 device is a supervisor. If it is an agent then monitoring is not supported.
Hunt-list support	Supported	
Conference	Supported	From phone and application.
CallForwardAll	Supported	From application only.
Redirect	Supported	From application only.
EM-Login	Unsupported	
Intercom	Unsupported	Intercom line cannot be configured

Interface Changes

See [CiscoJtapiException](#), on page 424

Message Sequences

See [Support for Cisco Unified IP Phone 6901](#), on page 1621

Backward Compatibility

This feature is backward compatible.

Support for Cisco Unified IP Phone 6900 Series

This feature allows Cisco Unified JTAPI applications to control terminals with rollover mode enabled. In rollover mode, terminals are configured with multiple addresses with the same DN but in different partitions or with different DNs. When rollover mode is enabled, consult calls can be created on the next available address on the terminal. Cisco Unified IP Phone 6900 Series can be configured with rollover mode.

A new role Standard CTI Allow Control of phones supporting rollover mode has also been introduced to allow applications to control terminals with rollover enabled. Applications that support this new behavior where consult calls are created on a different address, must include this role to their application or end user. If not, all terminals configured with rollover mode are restricted and exceptions are thrown to addObserver() requests.

Applications that support this behavior must add call observer on the terminal or add call observers on all addresses on the terminal. Since consult call is created on the next available addresses, exceptions are thrown to consult requests if call observers are not added to all addresses.

Join across lines must be enabled on Cisco Unified IP Phone 6900 Series to successfully complete conferences from applications.

Cisco Unified Communications Manager Release 8.6, JTAPI supports multiple calls per line configuration on Cisco Unified IP Phone 69xx series. Prior to Release 8.6, Cisco Unified IP Phone 69xx series supported only one call per line, where Maximum Number of Calls/Busy Trigger defined for a line (MNC/BT) cannot exceed 2/1. With multiple calls per line, Cisco Unified IP Phone 69xx series supports more than one call per line, and MNC/BT is configured to values greater than 2/1.

Outbound Rollover Behavior for 69xx Phones

With MNC/BT configured as 2/1,

When a second call is initiated from a line, the new call will be created on (rollover to) the second line. Cisco Unified Communications Manager Release 8.6 supports outbound rollover. If MNC is greater than 2, there can be multiple calls on the line before the rollover occurs. For both Cisco Unified Communications Manager Release 8.5 and 8.6, the outbound rollover occurs if MNC-1 calls are active on the line.

Outbound Rollover is supported only on the endpoints. Using the JTAPI application, you can make MNC calls for a line; however, rollover will not happen at MNC-1, even if a second line exists).

Interface Changes

See [CiscoProviderCapabilities](#), on page 509 and [CiscoProviderCapabilityChangedEv](#), on page 512

Message Sequences

See [Support for Cisco Unified IP Phone 6900 Series](#), on page 1310

Backward Compatibility

This feature is backward compatible.

Support for 100+ Directory Numbers

This feature enables users to have more than 100 Directory Numbers associated with a Device (Phones, CTI Ports and Route Points). JTAPI supports this feature and displays the corresponding addresses on the terminal to the application.

Interface Changes

There are no interface changes.

Message Sequences

There are no message sequences.

Backward Compatibility

This feature is backward compatible.

Support for VMware

From Cisco Unified Communications Manager Release 8.0(1), Cisco JTAPI can be used on VMware ESXi version 4.0. The application can use Windows 2003 and Windows 2008 virtual machines on the above VMware version to run Cisco JTAPI. For more information on the supported Java Virtual Machines, see the following table.

Table 7: Supported JVM Versions for Cisco Unified Communications Manager

Operating System	Version	Unified CM Release 4.x	Unified CM Release 5.0/5.1	Unified CM Release 6.x	Unified CM Release 7.0/7.1	Unified CM Release 8.0/8.5	Unified CM Release 8.6
Linux	AS 3.0	IBM JVM 1.3.1 IBM JVM 1.4.2 Sun JVM 1.3.1 Sun JVM 1.4.2	Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.6 Sun JVM 1.5.0.4 Sun JVM 1.4.2	Not Supported
	Red Hat 7.3	IBM JVM 1.3.1 IBM JVM 1.4.2 Sun JVM 1.3.1 Sun JVM 1.4.2	SunJVM 1.5.0.4 Sun JVM 1.4	SunJVM 1.5.0.4 Sun JVM 1.4	SunJVM 1.5.0.4 Sun JVM 1.4	Not Supported	Not Supported
	Red Hat Enterprise (32 bit)	Not Supported	Red Hat 3.6 (UCM 5.0) RH 3.8 (UCM 5.1) Sun JVM 1.4.2	Red Hat 3.8 Sun JVM 1.4.2 Sun JVM 1.5.0	Red Hat 4.4 (UCM 7.0) Red Hat 4.6 (UCM 7.1.2) RH 4.7 (UCM 7.1.x) Sun JVM 1.4.2 Sun JVM 1.5.0 Sun JVM 1.6.0	Red Hat 4.7(UCM 8.0) Red Hat 4.8(UCM 8.5) Sun JVM 1.6.0	Red Hat 5.5 Sun JVM 1.6.0.5
	Red Hat 5.5 (64 bit)	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	Sun JVM 1.6.0.5

Operating System	Version	Unified CM Release 4.x	Unified CM Release 5.0/5.1	Unified CM Release 6.x	Unified CM Release 7.0/7.1	Unified CM Release 8.0/8.5	Unified CM Release 8.6
Windows	XP (32 bit) 2003 Server R1 2008 Server R1/R2 (32 and 64 bit)	Sun JVM 1.3.1 Sun JVM 1.4.2 Sun JVM 1.5.0_13	Sun JVM 1.6 Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.6 Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.6 Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.6 Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.6.0.5
Windows	Vista (32 bit)	Sun JVM 1.3.1 Sun JVM 1.4.2	Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.6 Sun JVM 1.5.0.4 Sun JVM 1.4.2	Sun JVM 1.6.0.5
Windows	Windows 7 (32 and 64 bit) 2008 Server R2 (64 bit)	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported	Sun JVM 1.6.0.5
VMWare	ESXi Version 4.0 Windows 2008 and 2003 virtual machines	Not Supported	Not Supported	Not Supported	Not Supported	Sun JVM 1.6	Sun JVM 1.6

Interface Changes

There are no interface changes.

Message Sequences

There are no message sequences.

Backward Compatibility

Not applicable.

Swap or Cancel and Transfer or Conference Behavior

This feature enables Cisco Unified JTAPI support for Swap and Cancel operations on supported IP phones.

When a Swap operation is invoked, it puts an active call on hold and retrieves the held call. When a Cancel operation is invoked, it breaks the consulting relationship between primary and consulting calls. These operations can only be invoked from supported phones. The Cisco Unified JTAPI interface does not allow

SWAP/CANCEL operations to be invoked from the application. Whenever a user presses the SWAP key on a phone, JTAPI delivers `CallCtlTermConnHeldEv` and `CallCtlTermConnTalkingEv` for active and held calls and indicates their state change with `CiscoFeatureReason.REASON_NORMAL`.

When a CANCEL operation is invoked and the relationship is broken between primary and consulting calls, Cisco Unified JTAPI is still able to use the Direct Transfer or Join feature to complete the transfer or conference operation. If the user presses the CANCEL key on phone after initiating a consult, the conference or transfer is not completed. Pressing the CANCEL key on phone triggers a Cancel notification to the application; Cisco Unified JTAPI sends `CiscoCallFeatureCancelledEv` to indicate the CANCEL operation. `CiscoCallFeatureCancelledEv.getConsultCall()` returns the earlier created consult call.

When the CANCEL operation is performed during a connected transfer or conference, the following can occur:

- The user presses the CANCEL key before selecting the Active Call softkey:
In this case, pressing the Transfer key creates a consultCall GC3, and pressing the CANCEL key triggers `CiscoCallFeatureCancelledEv` on GC2 with GC3 as a consult call.
- The user presses the CANCEL key after pressing the Active Calls softkey but does this before selecting the call on phone UI.
In this case, pressing the Active Calls softkey on the phone UI makes consultCall GC3 IDLE, but there is no CANCEL notification, as other feature operations are possible. However, if the user presses CANCEL, the `CiscoCallConsultCancelEv` with consult call as null, is triggered.
- The user presses the Active Call softkey, selects a call and then presses CANCEL.
In this case, the selected call is returned as a consultCall with `CiscoCallFeatureCancelledEv`.

Interface Changes

See [CiscoCallFeatureCancelledEv](#), on page 373

Message Sequences

See [Swap or Cancel and Transfer or Conference Behavior Change](#), on page 1226

Backward Compatibility

This feature is backward compatible.

For this release, the Swap or Cancel feature is enabled without a service parameter to turn it off. This means that Cisco Unified JTAPI always supports or reports events for Swap or Cancel for phones which support this feature.

However, to provide backward compatibility for applications, a new permission that enables control of these devices and to enable SWAP or CANCEL operation has been added. A new standard role Standard Supports Connected Xfer/Conf and a standard user group are added in the admin pages for this feature. Applications can control these devices only if this new role is associated to the application user, assuming that the application uses JTAPI client 7.1.2 or higher. So, by default these devices are listed as restricted and only if application upgrades to handle this feature and associates the new permission can it control these devices. If the application uses an older JTAPI client the devices are not restricted but if the application tries to observe these devices (which supports this feature to be invoked manually) then JTAPI throws an exception and marks these devices as restricted from there on.

Since, the feature is designed to provide an enhanced user experience, it is strongly recommended for all Cisco Unified JTAPI applications to evaluate and support this feature and upgrade if necessary with the code logic to handle the old behavior and the new behavior.

Terminal and Address Capability Settings

This feature introduces interfaces that expose different configuration settings of address and terminal. These interfaces can be called even when the terminal or address is in out-of-service state. All interfaces return the values that are configured while registering with Cisco Unified Communications Manager. If the terminal is not registered, an `InvalidStateException` is returned. Application can get the voice mail pilot even if the terminal is not registered.

All the other changes, except voice mail, require the terminal to be reset for the new values to take effect. Interfaces return new values only after phones re-register after reset. Applications can use the interface `CiscoProvTerminalRegisteredEv` to read the configuration of the terminal and address.

The following configurations are exposed on `CiscoAddress`:

- Max calls configured
- Busy Trigger
- Position of address on a terminal
- Voice mail pilot
- ASCII and Unicode labels

`CiscoTerminal` provides new interfaces to applications to get the following configurations of a terminal:

- IPV4 and IPV6 IP addresses
- Outbound Rollover configuration

Terminal and address capability feature introduces new interfaces to determine if the terminal is capable of performing the following features:

- Consult call rollover
- Out bound call rollover
- Join across lines
- Direct transfer across lines
- Join on same line
- Direct transfer on same line

Interface Changes

See [Related Documentation](#), on page 297, [CiscoAddrEvFilter](#), on page 313, [CiscoAddrVoiceMailPilotChangedEv](#), on page 334, [CiscoTerminal](#), on page 623, [CiscoProvFeatureID](#), on page 493, [CiscoProvTerminalRegisteredEv](#), on page 498, and [CiscoProvTerminalUnRegisteredEv](#), on page 499.

Message Sequences

See [Terminal and Address Capability Settings Use Cases](#), on page 1315

Backward Compatibility

This feature is backward compatible.

Terminal and Address Restrictions

This enhancement restricts applications from controlling and monitoring a certain set of terminals and addresses when the administrator configures them as restricted in Cisco Unified Communications Manager Administration.

The administrator can configure a particular line on a device (address on a particular terminal) as restricted. If a terminal is added into the restricted list in Cisco Unified Communications Manager Administration, all addresses on that terminal are also marked as restricted in JTAPI. If an application comes up after the configuration is completed, it can know whether a particular terminal or address is restricted from checking the interface `CiscoTerminal.isRestricted()` and `CiscoAddress.isRestricted(Terminal)`. For shared lines, applications can query the interface `CiscoAddress.getRestrictedAddrTerminals()`, which indicates whether an address is restricted on any terminals.

If a line (address on a terminal) is added into the restricted list after an application comes up, the applications will see `CiscoAddrRestrictedEv`. If the address has any observers, applications will see `CiscoAddrOutOfService`. When a line is removed from the restricted list, applications will see `CiscoAddrActivatedEv`. If an address has any observers, applications see `CiscoAddrInServiceEv`. If an application tries to add observers on an address after it is restricted, a `PlatformException` gets thrown. However, if any observers are added before the address is restricted, they will remain as is, but applications cannot get any events on these observers unless the address is removed from the restricted list. Applications can also choose to remove observers from an address.

If a device (terminal) is added to the restricted list after an application comes up, the application will see `CiscoTermRestrictedEv`. If the terminal has any observers, the application will see `CiscoTermOutOfService`. If a terminal is added to the restricted list, JTAPI also restricts all addresses that belong to that terminal and applications will see `CiscoAddrRestrictedEv`. If a terminal is removed from the restricted list, applications will see `CiscoTermActivatedEv` and `CiscoAddrActivatedEv` for the corresponding addresses. If an application tries to add observers on a terminal after it is added to the restricted list, a `PlatformException` is thrown. However, if observers are added before the terminal is restricted, they remain as is, but applications cannot get any events on these observers unless the terminal is removed from the restricted list.

If a shared line is added to the restricted list after an application comes up, the application will see `CiscoAddrRestrictedOnTerminalEv`. If any address observers exist on the address, the application will see `CiscoAddrOutOfServiceEv` for that terminal. If all shared lines are added to the restricted list, when the last one is added, applications will see `CiscoAddrRestrictedEv`. If a shared line is removed from the restricted list after the application comes up, applications will see `CiscoAddrActivatedOnTerminalEv`. If any observers exist on the address, the application will see `CiscoAddrInServiceEv` for that terminal. If all shared lines in the control list are removed from the restricted list, applications will see `CiscoAddrActivatedEv` when the last one is removed, and all addresses on terminals will receive `InService` events.

If all shared lines in the control list are marked as restricted, and an application tries to add observers, a platform exception is thrown. If a few shared lines are in the restricted list, while others are not, when an application adds an observer on the address. Only non-restricted lines go in service.

If any active calls are present when an address or terminal is added to the restricted list and reset, applications will see connection and `TerminalConnections` get disconnected.

If no addresses or terminals are added to the restricted list, this feature is backward compatible with earlier versions of JTAPI: no new events are delivered to applications.

The following sections describe the interface changes for address and terminal restrictions.

CiscoTerminal

boolean	<pre>isRestricted()</pre> <p>Indicates whether a terminal is restricted. If the terminal is restricted, all associated addresses on this terminal are also restricted. Returns true if the terminal is restricted; returns false if it is not restricted.</p>
---------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

CiscoAddress

javax.telephony.Terminal[]	<pre>getRestrictedAddrTerminals()</pre> <p>Returns an array of terminals on which this address is restricted. If none are restricted, this method returns null.</p> <p>In shared lines, a few lines on terminals may be restricted. This method returns all the terminals on which this particular address is restricted. Applications cannot see any call events for restricted lines. If a restricted line is involved in a call with any other control device, an external connection gets created for the restricted line.</p>
boolean	<pre>isRestricted(javax.telephony.Terminal terminal)</pre> <p>Returns true if any address on this terminal is restricted.</p> <p>Returns false if no addresses on this terminal are restricted.</p>

```
public interface CiscoRestrictedEv extends CiscoProvEv {
    public static final int ID = com.cisco.jtapi.CiscoEventID.CiscoRestrictedEv;

    /**
     * The following define the cause codes for restricted events
     */

    public final static int CAUSE_USER_RESTRICTED = 1;

    public final static int CAUSE_UNSUPPORTED_PROTOCOL = 2;
}
```

This is the base class for restricted events and defines the cause codes for all restricted events.

CAUSE_USER_RESTRICTED indicates the terminal or address is marked as restricted.

CAUSE_UNSUPPORTED_PROTOCOL indicates that the device in the control list is using a protocol that is not supported by Cisco Unified JTAPI. Existing Cisco Unified IP 7960 and 7940 phones that are running SIP fall in this category.

CiscoAddrRestrictedEv

Public interface **CiscoAddrRestrictedEv** extends **CiscoRestrictedEv**. Applications will see this event when a line or an associated device is designated as restricted from Cisco Unified Communications Manager Administration. For restricted lines, the address goes out of service and does not come back in service until it is activated again. If an address is restricted, `addCallObserver` and `addObserver` throws an exception. For

shared lines, if a few shared lines are restricted, and others are not, no exception is thrown, but restricted shared lines do not receive any events. If all shared lines are restricted, an exception is thrown when adding observers. If an address is restricted after adding observers, applications see `CiscoAddrOutOfServiceEv`, and when the address is activated, the address goes in service.

CiscoAddrActivatedEv

Public interface **CiscoAddrActivatedEv** extends `CiscoProvEv`. Applications see this event whenever a line or an associated device is in the control list and is removed from the restricted list in the Cisco Unified Communications Manager Administration. If any observers exist on the address, applications see `CiscoAddrInServiceEv`. If no observers exist, applications can try to add observers, and the address goes in service.

CiscoAddrRestrictedOnTerminalEv

Public interface **CiscoAddrRestrictedOnTerminalEv** extends `CiscoRestrictedEv`. If a user has a shared address in the control list, and if one of the lines is added into the restricted list, this event is sent. Interface `getTerminal()` returns the terminal on which the address is restricted. Interface `getAddress()` returns the address that is restricted.

<code>javax.telephony.Address</code>	<code>getAddress()</code>
<code>javax.telephony.Terminal</code>	<code>getTerminal()</code>

CiscoAddrActivatedOnTerminal

Public interface **CiscoAddrActivatedOnTerminalEv** extends `CiscoProvEv`. When a shared line or a device that has a shared line is removed from the restricted list, this event will be sent. The interface `getTerminal()` returns the terminal that is being added to the address. The interface `getAddress()` returns the address on which the new terminal is added.

<code>javax.telephony.Address</code>	<code>getAddress()</code>
<code>javax.telephony.Terminal</code>	<code>getTerminal()</code>

CiscoTermRestrictedEv

Public interface **CiscoTermRestrictedEv** extends `CiscoRestrictedEv`. Applications see this event when a device is added into restricted list from Cisco Unified Communications Manager Administration after the application launches. Applications cannot see events for restricted terminals or addresses on those terminals. If a terminal is restricted when it is in InService state, applications get this event and terminal and corresponding addresses move to the out-of-service state.

CiscoTermActivatedEv

Public interface **CiscoTermActivatedEv** extends `CiscoRestrictedEv`.

<code>javax.telephony.Terminal</code>	<code>getTerminal()</code> Returns the terminal that is activated and is removed from the restricted list.
---------------------------------------	---------------------------------------------------------------------------------------------------------------

CiscoOutOfServiceEv

static int	CAUSE_DEVICE_RESTRICTED Indicates whether an event is sent because a device is restricted.
static int	CAUSE_LINE_RESTRICTED Indicates whether an event is sent because a line is restricted.

CiscoCallEv

static int	CAUSE_DEVICE_RESTRICTED Indicates whether an event is sent because a device is restricted.
static int	CAUSE_LINE_RESTRICTED Indicates whether an event is sent because a line is restricted.

SHA-512 Support for Digital Signatures

From Release 11.5(1), Cisco Unified Communications Manager supports the SHA-512 algorithm for CTL, ITL and TFTP configuration file encryption. The **TFTP File Signature Algorithm** enterprise parameter has been added to allow administrators to select which encryption algorithm will be used. By default, this enterprise parameter is set to SHA-1, but you can reconfigure the parameter to SHA-512.

Backward Compatibility

The SHA-512 algorithm is not supported prior to release 11.5(1). If an application is running a Cisco JTAPI version that is prior to 11.5(1), that application must be using the SHA-1 algorithm in order to maintain a secure connection.

Use Cases

[SHA Support for Digital Signatures, on page 1646](#)

Transfer

The transfer feature moves the participants of one call, the transferred call, to another call, the final call. Moving participants in a call transitions their associated connections to the DISCONNECTED state in the transferred call and new connections for these participants getting created in the final call. Similarly, any associated TerminalConnections transition into the DROPPED state in the transferred call and get created in the final call. Cisco extensions by definition mark the start and the end of the events that relate to transfer.

You can correlate the newly created connection objects with the old connection objects by use of the `CiscoConnection.getConnectionID()` method to obtain the `CiscoConnectionID` for the old and new connections. Matching connections possess identical `CiscoConnectionID` objects when you compare them by using the `CiscoConnectionID.equals()` method.

CiscoTransferStartEv

This event indicates that the transfer operation started, and the events that follow relate to this operation. Specifically, Connections and TerminalConnections get both removed and added as a result of the transfer.

Applications may obtain the two calls that are involved in transfer-transferred call and final call and the transfer controller information from this event. If the JTAPI application is not observing the transfer controller, the transfer controller information does not get made available in this event.

CiscoTransferEndEv

This event indicates that the transfer operation ended. After this event is received, the application can assume that all involved parties transferred and that all Connections and TerminalConnections moved to the final call.

Transfer Scenarios

In the following scenarios, A, B, and C represent three parties that are involved in the transfer.

Consult Transfer; B Is the Transfer Controller

In a consult transfer, applications can redirect calls to a different address, and the transferrer can “consult” with the transfer destination before redirecting.

- A calls B on call Call1.
- B answers and consults to C on call Call2.
- B transfers call Call2 to call Call1.

To do this type of transfer, use the following JTAPI methods:

- Call2.setTransferEnable(true) (This optional method means that transfer is enabled in the call object by default.)
- Call2.consult(TermConnB, C)
- Call1.transfer(Call2)



Note During consult transfer, Call1.transfer(Call2) will transfer the call but not Call2.transfer(Call1).

The following table lists the core events that observers of A and B receive between the CiscoTransferStartEv and the CiscoTransferEndEv.

Table 8: Core Events for Observers of A and B

Meta Event Cause	Call	Event	Fields
META_UNKNOWN	Call1	CiscoTransferStartEv	transferredCall = Call2 finalCall = CalltransferController = TermConnB

Meta Event Cause	Call	Event	Fields
META_CALL_TRANSFERRING	Call1	TermConnDroppedEv B CallCtlTermConnDroppedEv B ConnDisconnectedEv B CallCtlConnDisconnectedEv B	
META_CALL_TRANSFERRING	Call1	ConnCreatedEv C ConnConnectedEv C CallCtlConnEstablishedEv C TermConnCreatedEv C TermConnActiveEv C CallCtlTermConnTalkingEv C	
META_CALL_TRANSFERRING	Call2	TermConnDroppedEv B CallCtlTermConnDroppedEv B ConnDisconnectedEv B CallCtlConnDisconnectedEv B	
META_CALL_TRANSFERRING	Call2	TermConnDroppedEv C CallCtlTermConnDroppedEv C ConnDisconnectedEv C CallCtlConnDisconnectedEv CCallInvalidEv C	
META_UNKNOWN	Call2	CallObservationEndedEv	
META_UNKNOWN	Call1	CiscoTransferEndEv	transferredCall = Call2 FinalCall = Call1 transferController = TermConnB

Arbitrary Transfer; A Is the Transfer Controller

In an arbitrary transfer, one call can get transferred to another call, irrespective of how either call was created. Unlike consult transfer, no need exists to first create one of the calls by using the consult method.

- A calls B on call Call1.
- A puts Call1 on hold.
- A calls C on call Call2.
- A transfers Call1 to Call2.

To do this type of transfer, use the following JTAPI methods:

- Call2.transfer(Call1) to transfer call Call1 to final call Call2, or
- Call1.transfer(Call2) to transfer call Call2 to final call Call1

Assuming Call1.transfer(Call2) was called, the following table lists the core events that observers on A and C receive between CiscoTransferStartEv and CiscoTransferEndEv.

Table 9: Core Events for Observers of A and C

Meta Event Cause	Call	Event	Fields
META_UNKNOWN	Call1	CiscoTransferStartEv	transferredCall = Call2 finalCall = Call1 transferController = TermConnB
META_CALL_TRANSFERRING	Call1	TermConnDroppedEv B CallCtlTermConnDroppedEv B ConnDisconnectedEv B CallCtlConnDisconnectedEv B	
META_CALL_TRANSFERRING	Call1	ConnCreatedEv C ConnConnectedEv C CallCtlConnEstablishedEv C TermConnCreatedEv C TermConnActiveEv C CallCtlTermConnTalkingEv C	
META_CALL_TRANSFERRING	Call2	TermConnDroppedEv B CallCtlTermConnDroppedEv B ConnDisconnectedEv B CallCtlConnDisconnectedEv B	
META_CALL_TRANSFERRING	Call2	TermConnDroppedEv C CallCtlTermConnDroppedEv C ConnDisconnectedEv C CallCtlConnDisconnectedEv C CallInvalidEv C	

Transfer and Conference Extensions

You may find that transfer and conference events are difficult to understand in JTAPI. This happens because, when the participants are moved from one call to the other, JTAPI represents this action by deleting the parties from one call and adding them to the other call. It may confuse you for an application to receive an indication that a party dropped from the call when, in reality, it is in the process of being moved. The Cisco Unified JTAPI implementation defines some extra events that make it easier for applications to deal with these functions.

Transfer and DirectTransfer

The transfer feature provides the ability to transfer a call.

The direct transfer feature represents the ability to transfer any of the two calls that are present on the line, so controller of the call drops out, and other two parties remain active on the call. This functionality gets supported

with one enhancement: this feature can be done in any state of the call and also can be redesigned to work with new CTI events. The following enhancements apply to the transfer feature:

- The application can transfer two held calls.
- The application can have OneHeld and OneConnected call in any order.
- The application can transfer any two calls that are present on the line.

The following changed or new interfaces exist for Transfer and DirectTransfer:

- `CiscoTransferStarted.getTransferControllers()`—This new interface, which is provided for SharedLine scenarios, supports multiple terminalConnections if a SharedLine is a TransferController. When a transferController is not a SharedLine, only a TerminalConnection occurs in the list. This method returns null if the transfer controller is not being observed.
- `CiscoTransferStarted.getTransferController()`—This current interface, which behaves as it does for a normal transfer, may exhibit a different behavior for SharedLines. When a transferController is a SharedLine, multiple TerminalConnections exist. This method returns an ACTIVE TerminalConnection; however, if the application is not observing the ACTIVE TerminalConnection, this method returns one of the PASSIVE TerminalConnections.
- `CiscoTransferEnded.isSuccess()`—This new interface, which is provided for the CiscoTransferEnded event, returns true if the transfer operation succeeds and false if the transfer fails. Transfer failure may result from the following events:
 - The party dropped the call before CallProcessing could complete the transfer.
 - CallProcessing cannot Complete the transfer.

The following changed or new behaviors exist for JTAPI Transfer:

- No Hold or UnHold messages occur with an arbitrary transfer.
- If a precondition for a transfer request has been modified, an application can issue transfer in any state of the call.
- If an application does not have an active TerminalConnection that is passed as an argument, `Call.consult()` throws a `PreConditionException/InvalidArgumentException`.
- If controller does not have any active TerminalConnection, `Call.Transfer()` throws a `PreConditionException/InvalidArgumentException`.

To view the message flow for Transfer and DirectTransfer, see [Message Sequence Charts, on page 765](#)

Translation Pattern Support

If a calling party transformation mask is configured for a translation pattern that is applied to a JTAPI application-controlled Address, the application may recognize extra connections that are created and disconnected when both the calling and called party are observed. A Connection is created for a transformed calling party instead of the actual calling party and `CiscoCall.getCurrentCallingParty()` would return the transformed calling party, when only the called party is observed. In general, JTAPI might not be able to create the appropriate Connection in the Call, and might not be able to provide correct information for `currentCalling`, `currentCalled`, `calling`, `called`, and `lastRedirecting` parties.

For example, consider a translation pattern X that is configured with a calling party transformation mask Y and called party transformation mask B. If A calls X, the call goes to B. In this scenario:

- If the application is observing only B, JTAPI creates a Connection for Y and B, and `CiscoCall.getCurrentCallingParty()` would return Address Y.
- If the application is observing both A and B, a Connection for A and B gets created, a Connection for Y gets temporarily created and dropped, and `CiscoCall.getCurrentCallingParty()` would return Address Y.

Other inconsistencies in the calling information could occur if further features get performed on a basic call. Cisco recommends that you not configure a calling party transformation mask for a translation pattern that might get applied to JTAPI application-controlled addresses.

Transport Layer Security (TLS)

This feature lets JTAPI applications communicate with CTIManager through a secure connection. CTIManager runs a TLS listener socket to accept connections from JTAPI. Establishing a TLS connection requires a client certificate, which the server uses to authenticate the client, and a server certificate, which the client uses to authenticate the server.

In the Cisco Unified Communications Manager environment, the server certificate exists in the form of CTL on the TFTP server, and JTAPI downloads this certificate. The initial download of CTL is trusted and occurs without verification, so Cisco strongly recommends performing this download in a secure environment. One of the two System Administrator Security Tokens (SAST) that are present in the CTL file signs the CTL; subsequent CTL downloads get verified with the SAST from the old CTL file.

JTAPI connects to CAPF by using the CAPF protocol to get the client certificate (LSC). You can authenticate these certificates with the issuer's certificate present in CTL.

CTI tracks the number of provider connections that are created per client certificate. Applications can create only one provider by using a client certificate. If more than one instance of a provider is created, both providers get disconnected from CTI and go out of service. JTAPI will retry the connection to CTI to bring the original provider in service; however, if both instances of provider continue to exist, after a certain number of retries, provider gets permanently shut down, and the client certificate is marked as compromised. Any further attempt to create a provider by using this client certificate fails. Applications must contact the administrator to configure a new instanceId and download a new client certificate to resume operation.



Note Each client certificate is associated with a unique instanceId configured in the Cisco Unified Communications Manager database. Applications can provide an instanceId in providerString as an optional parameter to use a unique certificate while creating a CiscoProvider.

To run multiple instances of applications with TLS, ensure that the application user is configured in the Cisco Unified Communications Manager database with multiple instanceIDs. Applications use these unique instanceIDs to get unique client certificates for each instance.

The JTAPI preferences application provides a graphic user interface to configure the Security parameters and update server/client certificates. Application users need to configure the TFTPServer IP address, CAPFServer IP address, Username, InstanceID, and AuthorizationString parameters through the JTAPI preferences to download/install certificates on the application server.

New interfaces are provided for JTAPI client applications on the client layer object. For example, a JTAPI client interface is provided on the CTIClientProperties class.

This feature is backward compatible with previous releases as JTAPI Applications can still connect to CTIManager on non-secure socket connections.

The following sections describe the interfacr changes for TLS support in JTAPI.

CiscoJtapiPeer.getProvider()

```
public javax.telephony.Provider getProvider(java.lang.String providerString)
throws javax.telephony.ProviderUnavailableException
```

This modified interface takes a new optional parameter InstanceID. It returns an instance of a Provider object, given a string argument that contains the desired service name.

Optional arguments may also be provided in this string, with the following format:

```
< service name > ; arg1 = val1; arg2 = val2; ...
```

Where < service name > is not optional, and each optional argument = value pair that follows is separated by a semicolon. The keys for these arguments are implementation-specific, except for two standard-defined keys:

- login—Provides the login user name to the Provider.
- passwd—Provides a password to the Provider.

CiscoJtapiPeer in providerString expects a new optional argument:

- InstanceID—Provides InstanceID for Application Instance.

InstanceID is needed when two or more instances of an application want to connect to Provider (CTIManager) through a TLS connection from the same client machine. Each instance of an application requires its own unique X.509 certificate to establish a TLS connection. If JTAPI attempts to open more that one connection with same username/instanceID, CTIManager rejects the TLS connection. If instanceID is not provided, JTAPI randomly picks one of the instances of USER and, in that case, the connection may fail if a connection for the selected Instance already exists.

If the argument is null, this method returns some default provider as determined by the JtapiPeer object. The returned provider is in the Provider.OUT_OF_SERVICE state.

Post-conditions:

```
this.getProvider().getState() = Provider.OUT_OF_SERVICE
```

Specified by

```
getProvider in interface javax.telephony.JtapiPeer
```

Parameters

providerString The name of the desired service plus an optional argument.

Returns

An instance of the Provider object.

Throws

```
javax.telephony.ProviderUnavailableException
```

Indicates that a provider that corresponds to the given string is unavailable.

CiscoJtapiProperties

JTAPI provides an interface on CiscoJtapiProperties to enable or disable the security option and install the client/server certificates that are required to establish a secure TLS socket connection.

```
com.cisco.jtapi.extensions
Interface CiscoJtapiProperties
```

getSecurityPropertyForInstance

```
public java.util.Hashtable getSecurityPropertyForInstance()
```

This interface returns a Hash table with all the parameters set for User/InstanceID. The Hash table gets set with the following “key–value” pairs:

KEY	VALUE
“user”	userName
string “instanceID”	InstanceID
string “AuthCode”	authCode
string “CAPF”	capfServer IP-Address
string “CAPFPort”	capfServer IP-Address port
string “TFTP”	tftpServer IP-Address
string “TFTPPort”	tftpServer IP-Address port
string “CertPath”	certificate Path
string “securityOption”	Boolean security option(true for enable/ false for disabled)
string “certificateStatus”	Boolean certificate status(true for updated/ false for not updated)

Returns—Hash table in the format described previously for the first user and instance.

getSecurityPropertyForInstance

```
public java.util.Hashtable getSecurityPropertyForInstance
(java.lang.String user, java.lang.String instanceID)
```

This interface returns a Hash table with all the parameters set for User/InstanceID. The Hash table is set with the following “key–value” pairs:

KEY	VALUE
“user”	userName
string “instanceID”	InstanceID
string “AuthCode”	authCode
string “CAPF”	capfServer IP-Address
string “CAPFPort”	capfServer IP-Address port
string “TFTP”	tftpServer IP-Address

KEY	VALUE
string "TFTPPort"	tftpServer IP-Address port
string "CertPath"	certificate Path
string "securityOption"	Boolean security option(true for enable/ false for disabled)
string "certificateStatus"	Boolean certificate status(true for updated/ false for not updated)

Parameters:

`user` - UserName for which you want security parameters

`instanceID` - InstanceID for which you want security parameters

Returns—Hash table in preceding format.

setSecurityPropertyForInstance

```
public void setSecurityPropertyForInstance(java.lang.String user,
    java.lang.String instanceID,
        java.lang.String authCode,
        java.lang.String tftp,
        java.lang.String tftpPort,
        java.lang.String capf,
        java.lang.String capfPort,
        java.lang.String certPath,
        boolean securityOption)
```

You can use this interface to set security properties for the following parameters:

Parameters:

`user`—UserName for which the security parameter is being updated

`instanceID`—InstanceID for which the security parameter is being updated

`authCode`—Authorization string

`capf`—IP-Address of CAPF server

`capfPort`—IP-Address port number on which the CAPF server is running, as defined in a CallManager Service parameter. If the value is null, the default value is 3804.

`tftp`—IP-Address of TFTP server

`tftpPort`—IP-Address port number on which the TFTP server is running. The Cisco Unified Communications Manager TFTP server usually runs on port 69. If the value is null, the default value is 69.

`certPath`—Path where certificate needs to be installed

updateCertificate

```
public void updateCertificate(java.lang.String user,
    java.lang.String instanceID,
    java.lang.String authcode,
    java.lang.String ccmTFTPAddress,
    java.lang.String ccmTFTPPort,
    java.lang.String ccmCAPFAddress,
    java.lang.String ccmCAPFPort,
    java.lang.String certificatePath)
```


This interface installs an X.509 client certificate for the USER instance in the certificate store by connecting to the Cisco Unified Communications Manager Certificate Authority Proxy Function (CAPF) server. It also downloads the Certificate Trust List (CTL) from the Cisco Unified Communications Manager TFTP server.

If the user credentials are not valid, this method throws a `PrivilegeViolationException`. If the TFTP server or CAPF server address is not correct, this method throws an `InvalidArgumentException`. Every instance of an application requires a unique client certificate. If a multiple instanceID is configured in the Cisco Unified Communications Manager database, applications can call this interface multiple times to install a client certificate for every instance.

Pre-conditions—When calling this interface, an application should have network connectivity with the Cisco Unified Communications Manager CAPF and TFTP servers.

Post-conditions—This process installs client and server certificates on the JTAPI application machine.

Parameters:

`user`—Name of the CTI application user that is configured in the Cisco Unified Communications Manager database

`instanceID`—Application instance ID that is configured in the Cisco Unified Communications Manager database. Every instance of an application requires a unique ID.

`authCode`—Authorization string that is configured in the Cisco Unified Communications Manager database. You can use the `authCode` only once for getting certificates.

`ccmTFTPAddress`—IP-Address of the Cisco Unified Communications Manager TFTP server.

`ccmTFTPPort`—IP-Address port number on which the Cisco Unified Communications Manager TFTP server is running. The Cisco Unified Communications Manager TFTP server usually runs on port 69. If null, the default value is 69.

`ccmCAPFAddress`—IP address of the Cisco Unified Communications Manager CAPF server.

`ccmCAPFPort`—Port number on which the Cisco Unified Communications Manager CAPF server is running, as defined in the Cisco Unified Communications Manager Service parameters. If the value is null, the default value is 3804.

`certificatePath`—Directory path where the certificate needs to be installed

Throws:

`InvalidArgumentException`—This exception gets thrown for an invalid TFTP server or CAPF server address.

`PrivilegeViolationException`—This exception gets thrown for an invalid user, instanceID, or authCode.

IsCertificateUpdated

```
public boolean IsCertificateUpdated
    (java.lang.String user, java.lang.String instanceID)
```

This interface provides information about whether client and server certificates are updated for a given user/instanceID.

Parameters:

`user`—UserName as defined in the Cisco Unified Communications Manager Administration.

`instanceID`—InstanceID for the specified UserName.

Returns—True if certificates are already updated; false if certificates are not updated.

`updateServerCertificate`

```
public void updateServerCertificate(java.lang.String ccmTFTPAddress,
    java.lang.String ccmTFTPPort,
    java.lang.String ccmCAPFAddress,
    java.lang.String ccmCAPFPort,
    java.lang.String certificatePath)
```

This interface installs an X.509 server certificate that is given the certificate path. If the TFTP server address is not correct, this method throws an `InvalidArgumentException`. Auto update applications should use this interface to update the server certificate before invoking an HTTPS connection with Cisco Unified Communications Manager.

Pre-conditions—When calling this interface, applications should have network connectivity with the TFTP server.

Post-conditions—This interface installs the server certificate on the JTAPI application machine.

Parameters:

`ccmTFTPAddress`—IP address of the Cisco CallManager TFTP server.

`ccmTFTPPort`—Port number on which the Cisco Unified Communications Manager TFTP server is running. If null, the default value is 69.

`certificatePath`—Directory path for installing the certificate.

`ccmCAPFAddress`—IP address of the Cisco Unified Communications Manager CAPF server.

`ccmCAPFPort`—Port number on which the Cisco Unified Communications Manager CAPF server is running. If the value is null, the default value is 3804.

Throws:

`InvalidArgumentException`—If the TFTP server address is invalid.

Interface Provided on JTAPI Preferences

The JTAPI Preferences dialog box includes a Security tab to let application users configure the username, instanceId, authCode, TFTP IP address, TFTP port, CAPF IP server address, CAPF server port, and certificate path, and enable secure connection.

- “CAPF server port” number defaults to 3804.

You can configure this value in the Cisco Unified Communications Manager Administration service parameters window. The CAPF server port value entered through JTAPI Preferences should match the one that is configured in Cisco Unified Communications Manager Administration.

- “TFTP server port” number defaults to 69.

Do not change this value unless you are advised to do so by the System Administrator.

- “Certificate Path” is where the application wants the sever and client certificates to be installed.

If this field is left blank, the certificates get installed in the ClassPath of JTAPI.jar.

- “Certificate update Status” provides information on whether a certificate has been updated or not.
- You must select “Enable Secure Connection” to enable a secure TLS connection to Cisco Unified Communications Manager.

If “Enable Security Connection” is not selected, JTAPI makes a non-secure connection to CTI even if the certificate is updated/installed.

- The “Enable Security Tracing” check box lets you enable or disable tracing for the certificate installation operation.

If tracing is enabled, you can select three different levels, Error, Debug, or Detailed, from the drop-down menu.

You can use the JTAPI Preference UI to configure a security profile for one or more than one userName/instanceID pair. When application users revisit this window, and have previously configured security profile for a userName/instanceID pair, the security profile automatically gets populated when the user enters a username/instanceID and clicks on other edit box.

The Trace Levels tab in the JTAPI Preferences UI is renamed as JTAPI Tracing. This highlights the fact that the JTAPI Tracing tab only lets you change trace setting for the JTAPI layer. Tracing for the installation of Security certificates must be enabled on the Security tab.

Unicode Support

Cisco Unified Communications Manager release 5.0 supports unicode display names on unicode-enabled IP phones. You can configure ASCII names and unicode names for display names. JTAPI receives all names in unicode and ASCII formats and provides two new interfaces, `getCurrentCalledPartyUnicodeDisplayName` and `getCurrentCallingPartyUnicodeDisplayName`, to allow applications to get display names in unicode. It also provides the ability to get unicode display names during call progress.

JTAPI receives the encoding capability of application controlled IP phones in device registered and device in service events from CTI, locale and language group information in device info response, and provides interfaces to applications to get the locale, alternate script, and unicode capability of IP phones. `CiscoTerminal` and `CiscoTermInServiceEv` interfaces are enhanced to provide this information for phones that are in the application control list when the `CiscoTerminal` is in the inservice state.

JTAPI receives the alternate script information of all parties in the call and provides interfaces to applications to get the language group of the current calling and current called party. Two interfaces, `getCurrentCallingPartyLanguageGroup` and `getCurrentCalledPartyLanguageGroup`, are available on `CiscoCall` to get this information. Applications also receive both ASCII and UCS-2 encoded unicode display names for the current calling and called addresses.

Unicode support for JTAPI also includes:

- `CiscoCall` interface changes
- `CiscoLocales` interface changes
- `CiscoTerminal` / `CiscoTerminalInServiceEv` interface changes

Applications might need to reconfigure their username/password after upgrading to Release 5.0.

The following sections describe the interface changes for unicode support.

Interface `CiscoCall` Changes

The following new methods on `CiscoCall` let applications get the unicode display names and the corresponding locales.

```
/**
 * This interface returns the unicode display name of the current called party
 * in the call.
 */
```

```

public String getCurrentCalledPartyUnicodeDisplayName();

/**
 * This interface returns the locale of the current called party unicode
 * display name. CiscoLocales interface lists the supported locales.
 */
public int getCurrentCalledPartyUnicodeDisplayNamelocale();

/**
 * This interface returns the unicode display name of the current calling party
 * in the call.
 */
public String getCurrentCallingPartyUnicodeDisplayName ();

/**
 * This interface returns the locale of the current called party
 * unicode display name
 */
public int getCurrentCallingPartyUnicodeDisplayNamelocale();

```

CiscoLocales

The CiscoLocales interface lists all the locales that Cisco Unified JTAPI supports.



Note For a list of all supported locales in the most recent release, see the man page for [CiscoLocales](#), on page 450.

```

public interface CiscoLocales
{
    public static final int LOCALE_ENGLISH_UNITED_STATES;
    public static final int LOCALE_FRENCH_FRANCE;
    public static final int LOCALE_GERMAN_GERMANY;
    public static final int LOCALE_RUSSIAN_RUSSIA ;
    public static final int LOCALE_SPANISH_SPAIN ;
    public static final int LOCALE_ITALIAN_ITALY ;
    public static final int LOCALE_DUTCH_NETHERLAND ;
    public static final int LOCALE_NORWEGIAN_NORWAY ;
    public static final int LOCALE_PORTUGUESE_PORTUGAL;
    public static final int LOCALE_SWEDISH_SWEDEN ;
    public static final int LOCALE_DANISH_DENMARK
    public static final int LOCALE_JAPANESE_JAPAN;
    public static final int LOCALE_HUNGARIAN_HUNGARY ;
    public static final int LOCALE_POLISH_POLAND ;
    public static final int LOCALE_GREEK_GREECE ;
    public static final int LOCALE_TRADITIONAL_CHINESE_CHINA;
    public static final int LOCALE_SIMPLIFIED_CHINESE_CHINA;
    public static final int LOCALE_KOREAN_KOREA;
}

```

CiscoTerminalInServiceEv Interface

int	getLocale() This method returns the current locale information for this terminal.
int	getSupportedEncoding () This method returns true if this terminal supports unicode.

CiscoTerminal Interface

int	<p>getLocale()</p> <p>This method returns the current locale information for this terminal. The CiscoTerminal must be in the CiscoTerminal.IN_SERVICE state to access this method.</p>
int	<p>getSupportedEncoding()</p> <p>This method returns the unicode capability of this Terminal. The CiscoTerminal must be in the CiscoTerminal.IN_SERVICE state to access this method.</p>

The getSupportedEncoding () returns one of the following results that are defined in CiscoTerminal.

```

/**
 * Indicates the <Code>CiscoTerminal.getSupportedEncoding ()</CODE>
 * for this Terminal is UNKNOWN
 */
public final static int UNKNOWN_ENCODING = 0;
/**
 * Indicates the <Code>CiscoTerminal.getSupportedEncoding ()</CODE>
 * for this is NOT_APPLICABLE.
 * This is valid for only CiscoMediaTerminals and RoutePoints
 */
public final static int NOT_APPLICABLE = 1;
/**
 * Indicates the <Code>CiscoTerminal.getSupportedEncoding ()</CODE> for this
 * Terminal is ASCII and this terminal supports only ASCII_ENCODING
 */
public final static int ASCII_ENCODING = 2;
/**
 * Indicates the <Code>CiscoTerminal.getSupportedEncoding ()</CODE>
 * for this Terminal is UCS2UNICODE_ENCODING
 */
public final static int UCS2UNICODE_ENCODING = 3;

```

Unrestricted Unified CM

Cisco Unified JTAPI provides support for Unrestricted Cisco Unified Communications Manager, where encryption is disabled.

This feature was added in Cisco Unified Communications Manager 7.1(5) and is available in 8.5(1) or later versions.



Note Upgrade from an unrestricted version to a restricted version is not supported.

Currently, the administrator is unable to create a new role with security groups and roles - ‘Standard CTI Secure Connection’ and ‘Standard CTI Allow Reception of SRTP Key Material’ as these roles are not available in unrestricted Cisco Unified Communications Manager.

In case of an upgrade from non-secure restricted Cisco Unified Communications Manager to unrestricted Cisco Unified Communications Manager, all the security features are disabled and standard CTI secure roles associated with the end user are removed. But, the custom administrative roles created with CTI secure privileges are not disabled in the Cisco Unified Communications Manager database.

In such cases, the application connects to the unrestricted Cisco Unified Communications Manager as a non-secure application as the CTIManager filters out the information about CTI secure roles.

Upgrading from a secure restricted Cisco Unified Communications Manager to an unrestricted Cisco Unified Communications Manager is not supported. To do so, you should first set the security mode of the secure restricted Cisco Unified Communications Manager to non-secure and then upgrade to unrestricted Cisco Unified Communications Manager.

Also, after an upgrade, the secure JTAPI application will not be able to connect to upgraded Cisco Unified Communications Manager version. To achieve this, the application must delete the existing certificates and disable secure connections.

If the application tries to register to the CTI ports or route points as secure phones in unrestricted Cisco Unified Communications Manager, the request fails and JTAPI throws `CiscoRegistrationExceptionImpl` with error code as `CiscoJtapiException.CTIERR_USER_NOT_AUTH_FOR_SECURITY`. However, in some scenarios the registration request may pass but is followed by `CiscoTermRegistrationFailedEv` with a new error code `CTI_SECURITY_NOT_ALLOWED`.

Interface Changes

See [CiscoTermRegistrationFailedEv](#), on page 654

Message Sequences

See [Unrestricted Unified CM](#), on page 1652

Backward Compatibility

This feature is backward compatible.

URI Dialing

Cisco Unified JTAPI provides CTI support for URI dialing using directory URIs. Cisco Unified JTAPI differentiates between directory numbers and directory URIs by the presence of the @ symbol. If an @ symbol is present, the address is a directory URI.

URI dialing is also supported for CTI Remote Devices. Remote destinations can be configured with directory URIs as the remote destination number.

Interface Changes

The following interfaces support directory URI addresses as the dialed digits or destination address:

- `Call.connect(Terminal origterm, Address origaddr, java.lang.String dialedDigits)`
- `CallControlCall.consult(TerminalConnection tc, java.lang.String dialedDigits)`
- `CallControlConnection.redirect(java.lang.String destinationAddress)`
- `CallControlCall.transfer(java.lang.String address)`
- `CallControlForwarding(java.lang.String destAddress)`

Message Sequence

No effect on the message sequence

Backward Compatibility

No backward incompatible changes

Version Format Change

In release 6.0, the Cisco Unified JTAPI version changed from a 4-digit format to a 5-digit format that is similar to the format used by Cisco Unified Communications Manager. The JTAPI version will remain similar to the Cisco Unified Communications Manager version. New interfaces let applications get the extended version number. See [CiscoJtapiVersion](#), on page 269.

Backward Compatibility

This feature is backward compatible.

Verification Involving PSTN Reachability

The Verification Involving PSTN Reachability (VIPR) feature routes calls that are currently routed over PSTN, over the internet. For a normal VIPR call, JTAPI supports a VIPR call but no notification is sent to the application indicating that it is a VIPR call. Currently, VIPR calls are similar to Gateway or ICT calls.

When the quality of VIPR calls over an IP trunk drops below a certain threshold, the calls are automatically routed through PSTN. JTAPI supports this fallback but does not report this to applications. Whenever VIPR PSTN fallback happens, media is terminated and reestablished. Applications can view `CiscoRTPInputStoppedEv`, `CiscoRTPOutputStoppedEv` followed by `CiscoRTPInputStartedEv` and `CiscoRTPOutputStartedEv` indicating the same.

Interface Changes

There are no interface changes.

Message Sequences

See [Verification Involving PSTN Reachability](#), on page 1694.

Backward Compatibility

This feature is backward compatible.

Video Capabilities and Multi-Media Information

In Cisco Unified Communications Manager 10.0(1), JTAPI is exposing video capabilities for supported terminals and calls. Video capabilities for near and far-end terminals include whether they are video-enabled, inter-operability with TelePresence, and the number of screens. Video attributes for calls will also be available to JTAPI applications which would include IP/port address, codec, and other information. Using the provided

video terminal and call information, JTAPI applications will be able to better handle calls like routing incoming video-capable calls to agents with video-enabled terminals.

Exposing Multimedia Capability on CiscoTerminal

Cisco JTAPI provides a new API, `getCiscoMultiMediaCapabilityInfo()` on `CiscoTerminal` to expose the multimedia capabilities of the terminal.

The Video Capabilities and Multi-Media Information application can determine:

- the video capability (either video disabled or video enabled) of the device,
- the number of screens on a SIP device (only), and
- if the device supports interoperability with telepresence devices.

These capabilities are exposed on a new interface `CiscoMultiMediaCapabilityInfo`, which will have the following APIs to expose these capabilities:

- `getVideoCapability()`,
- `getTelepresenceInfo()`, and
- `getScreenCount()`.

Exposing Changes in Multimedia Capability Via a New Provider Event

Any change in video capability of the terminal will be notified to the application by a new JTAPI event (`CiscoProvTerminalMultiMediaCapabilityChangedEv`). Video capability can be changed only from the Admin Device Configuration pages. Plugging in or out a Cisco Camera does not affect the video capability status, hence the new event is not triggered in this case. This event is a JTAPI provider event, and will be delivered only if the application has added provider observers. The terminal has to be in the registered state as a pre-condition for receiving this event.



Note

A change in Multimedia Capability through `CiscoProvTerminalMultiMediaCapabilityChangedEv` will not be delivered to applications when the video capability of an SCCP Phone changes. In this case, the terminal will unregister and register back; therefore the application needs to update the video capability after the terminal is registered. See [Scenario Three, on page 1654](#).

Exposing Multimedia Capability on a CiscoCall

An application can detect if the far-end Party for an incoming call is video capable prior to media setup. Consider a scenario where A calls B, the multimedia capabilities of the calling and called party will be exposed on the `CiscoCall` on terminal B after the call is offered to terminal B. The Cisco JTAPI provides the `getCallingTerminalMultiMediaCapabilityInfo()` and `getCalledTerminalMultiMediaCapabilityInfo()` APIs on the `CiscoCall` to expose the multimedia capabilities of the calling and called party in a call.

The same APIs can be used to determine the multimedia capabilities for an outgoing call, but note that the video capability will be known only after the call is answered. Consider a scenario where A calls B, B answers the call, the multimedia capabilities of the calling and called party will be exposed on the `CiscoCall` on terminal

A after the call is answered by terminal B. The APIs `getCallingTerminalMultiMediaCapabilityInfo()` and `getCalledTerminalMultiMediaCapabilityInfo()` return `CiscoMultiMediaCapabilityInfo`.

Exposing Multimedia Streams Information on CiscoTerminal

The new JTAPI terminal event `CiscoMultiMediaStreamsInfoEv` will be delivered to a terminal observer to indicate multimedia streams information of a call. The multimedia streams information is exposed on the interface `CiscoMultiMediaProperties`, via the API `getProperties()` on `CiscoMultiMediaStreamsInfoEv`. The Cisco JTAPI provides the multimedia streams information of the terminal after a call is connected. A `MultiMedia Stream` may include a video stream, a presentation stream, or both.

A video capable device is a device that can do any of the following:

- receive video (Video capability enabled in Admin Device Configuration pages and Cisco Camera not plugged in)
- send video (Video capability enabled in Admin Device Configuration pages and Cisco Camera plugged in)
- both send and receive video (Video capability enabled on Admin Device Configuration pages and Cisco Camera plugged in)

The following table describes the video capabilities that is provided by Cisco JTAPI for currently supported devices.

Phone Model	Protocol	Support Initial Device Multimedia Capability on CiscoTerminal	Supports Multimedia Capabilities on CiscoCall	Supports Multimedia Streams Information	Dynamic Video Capability Change
8945	SCCP	Yes	Yes	No	Yes
8945	SIP	Yes	Yes	Yes	Yes
9951/9971	SIP	Yes	Yes	Yes	Yes
EX60/90	SIP	Yes	Yes	Yes	N/A
CTIPort	SCCP	N/A	Yes	No	N/A
CTIRoutePoint	SCCP	N/A	Yes	No	N/A
CTS 500-32	SIP	Yes	Yes	Yes	N/A
Jabber (CSF/softphone mode)	SIP	Yes	Yes	Yes	N/A

Supported Features (Within the Same Cluster)

JTAPI will provide video capability information for same cluster calls involved in the following features:

- Originating Call and Consult Call

- Redirect
- Call Forward
- Hold and Resume
- Hunt List
- Transfer
- Super Provider
- Extension Mobility

Supported Features (Across Clusters)

JTAPI will provide video capability information for across-cluster calls involved in the following features:

- Originating Call and Consult Call
- Redirect
- Call Forward
- Hold and Resume
- Hunt List
- Super Provider
- Extension Mobility

Limitations

The following are the limitations of the Video Capabilities and Multi-Media Information feature:

- Outgoing call - Applications observing only calling party will have calling and called party multimedia capabilities as UNKNOWN until the called party answers the call. Refer to [Scenario Eleven, on page 1664](#).
- Shared Line - Incoming call - calling and called party multimedia capabilities only if at least one of the terminal connections on the cisco call is not in passive state. Refer to [Scenario Nine, on page 1660](#).
- Shared Line - Incoming Call - Called party multimedia capabilities will not have correct multimedia capabilities when more than one terminal connection is in ringing state. Refer to [Scenario Ten, on page 1662](#).
- MultiMedia Streams Information - Cisco JTAPI will not deliver CiscoMultiMediaStreamsInfoEv on a CiscoTerminal which is a SCCP phone.
- Incoming Call - If an outbound call is initiated over SIP Trunk configured with Early Offer then the called party will just respond back with the capabilities it was offered during the initial offer and not its complete capabilities. Refer to [Scenario Fifteen, on page 1677](#).

- Change in called party - In scenarios like Shared Lines or redirect, where the called party changes, the application will be notified of the new called party capability only if they configure the called party with unique display names.
- HuntList - Cisco JTAPI will not deliver correct multimedia capabilities for calls involving huntlist in broadcast mode.

Interface Changes

See the following sections for interface changes:

- [CiscoCall](#), on page 340
- [CiscoMasterKeyIndicator](#), on page 452
- [CiscoMultiMediaCapabilityInfo](#), on page 476
- [CiscoMultiMediaConnectionMode](#), on page 478
- [CiscoMultiMediaEncryptionKeyInfo](#), on page 478
- [CiscoMultiMediaProperties](#), on page 479
- [CiscoMultiMediaStreamsInfoEv](#), on page 480
- [CiscoMultiMediaType](#), on page 481
- [CiscoProvTerminalMultiMediaCapabilityChangedEv](#), on page 497
- [CiscoRTPPayload](#), on page 583
- [CiscoRTPProperties](#), on page 584
- [CiscoTermEvFilter](#), on page 620
- [CiscoTerminal](#), on page 623

Message Sequences

See [Video Capabilities and Multi-Media Information](#), on page 1653.

Backward Compatibility

This feature is backward compatible.

Video On Hold Support

In Cisco Unified Communications Manager Release 10.01, existing `CiscoTerminalConnection.hold()` API is enhanced to take an additional parameter - `contentID`. This enhancement was designed/developed for the Remote Expert solution. This newly added `contentID` is a pass through from application (JTAPI) to CCM. JTAPI will not process or manipulate this value. The `contentID` will reference a VoH stream to be played when the call is placed on hold.

The VoH files are housed externally on a media sense server. To have video on hold capability, the video on hold server must be configured in CCM Admin. This server coincides to the media sense server which houses all the VoH files.

Backward Compatibility

This feature is backward compatible and existing applications will not be affected by this enhancement.

Voice MailBox Support

This feature exposes voice mailbox numbers, which let Cisco Unified Communications Manager JTAPI applications forward calls from a directory number to the correct voice mailbox.

The Cisco Unified Communications Manager Administrator can associate a voicemail profile for each directory number. When the voicemail option is enabled for any forward setting, and if the corresponding forward is enabled, the call rolls down to the voicemail pilot number that is associated with the voicemail profile.

The voicemail profile contains voicemail pilot number and voice mailbox mask fields. Voice mailbox mask specifies the mask that is used to format the voice mailbox number for auto-registered phones. When forwarding a call to a voice messaging system from a directory line on an auto-registered phone, Cisco Unified Communications Manager applies this mask to the number that is configured in the Voice Mail Box field for that directory line.

For example, if you specify a mask of 972813XXXX, the voice mailbox number for directory number 7253 becomes 9728137253. If you do not enter a mask, the voice mailbox number matches the directory number (7253 in this example).

Cisco Unified Communications Manager JTAPI Support

To support this feature, Cisco Unified Communications Manager JTAPI exposes voice mailbox numbers for called party, lastRedirected party and originalCalled party. These voice mailbox fields are exposed on CiscoPartyInfo, which is exposed on CiscoCall object. If voicemail is not configured for a party, then Cisco Unified Communications Manager JTAPI will return empty Strings for voice mailbox fields.

In prior releases Cisco Unified Communications Manager JTAPI did not expose voice mailbox fields to applications, so Cisco Unified Communications Manager JTAPI voice mailbox applications could not determine whether a voice mailbox mask was configured for a voicemail profile, which could result in a voice mailbox number that differs from the directory number.

Performance and Scalability

This feature does not increase the traffic from the Cisco Unified Communications Manager JTAPI layer to the application layer. However, small performance impact could occur because of additional fields that are passed over the network.

XSI Object Pass Through

Applications can pass XML objects through JTAPI and CTI interfaces to the phone. The XML object can contain display updates, softkey update/enable/disable, and other types of updates on the phone that are available through IP phone services features. This allows applications to access IP phone service capabilities through JTAPI and CTI interfaces without maintaining independent connections to the phones.

CiscoTerminal Method

Applications can send an XSI object in the byte format to the Cisco Unified IP Phone through the CiscoTerminal interface method. The system limits the payload to 2000 bytes of data with this interface.

CiscoTerminal must be in the `CiscoTerminal.REGISTERED` state; its provider must be in the `Provider.IN_SERVICE` state. Successful response indicates that the data that was pushed has arrived at the phone; however, the application cannot receive any XML, including the `CiscoIPPhoneResponse` object from the push, back from the phone. If the application request is not successful, a `PlatformException` is thrown. Any request with more than 2000 bytes of data is rejected.

```
public String sendData (String terminalData) throws InvalidStateException, MethodNotSupportedException;
```

Before the application can make use of this feature, it must add `TerminalObserver` on the terminal.

Authentication and Mechanism

Sending an HTTP POST request to the phone web server, which requires the phone IP address, performs an object push. The web server parses the request, authorizes the request through the HTTP that is returned to the Cisco Unified Communications Manager, executes the request, and returns an XML response that indicates the success or failure of the request to the application.

With XSI, the IP phone services object gets sent directly to the phone by the Skinny Client Control Protocol (SCCP). The phone does not authenticate the request, because the JTAPI client is trusted and does not require the phone IP address. For more information on actual XML contents, refer to the Cisco IP Phone Services Application Development Notes.



CHAPTER 4

Cisco Unified JTAPI Installation

This chapter describes how to install and configure the Cisco Unified Java Telephony API (JTAPI) client software for Cisco Unified Communications Manager.

- [Overview, on page 211](#)
- [Required Software, on page 212](#)
- [Supported Platforms, on page 212](#)
- [Installing the Cisco Unified JTAPI Software, on page 212](#)
- [Using Cisco Unified CM JTAPI, on page 227](#)
- [Cisco Unified JTAPI Configuration Settings, on page 227](#)
- [Administering User Information for JTAPI Applications, on page 240](#)
- [Fields in the jtapi.ini File, on page 240](#)

Overview

The Cisco Java Telephony API (JTAPI) implementation comprises Java classes that reside on all client machines that run JTAPI applications. Installation of the Cisco Unified JTAPI client must take place before these applications can function correctly. Make sure that the Cisco Unified JTAPI classes are installed wherever JTAPI applications run, whether on Cisco Unified Communications Manager Administration, a separate machine, or both.

Supported JVM Versions for Cisco Unified Communications Manager Administration

For a detailed breakdown of supported JVM versions for this release of Cisco Unified Communications Manager, see <https://developer.cisco.com/site/jtapi/documents/cisco-unified-jtapi-supported-jvm-versions/>.



Note If you have upgraded from Cisco Unified Communications Manager Administration 4.x to 5.0 or later, you must upgrade the JTAPI client software on any application server or client workstation on which JTAPI applications are installed. If you do not upgrade the JTAPI client, your application fails to initialize.

Upgraded JTAPI client software does not work with previous releases of Cisco Unified Communications Manager.

Required Software

Cisco JTAPI requires the following software:

- Cisco Unified Communications Manager
- Supported Operating System Platform

Supported Platforms

For a detailed breakdown of supported Windows, Linux, and VMware platforms for Cisco Unified JTAPI, see <https://developer.cisco.com/site/jtapi/documents/cisco-unified-jtapi-supported-jvm-versions/>.

For additional information on virtualization within a Unified Communications environment, see [http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Communications_Manager_\(CUCM\)](http://docwiki.cisco.com/wiki/Virtualization_for_Cisco_Unified_Communications_Manager_(CUCM)).

Installing the Cisco Unified JTAPI Software

You can install the Cisco Unified JTAPI software in these modes:

- Silent Install Invocation
- Command Line Invocation
- End User Installation

The installer temporarily installs a Java Runtime Environment (JRE) version and uses it for its operation. The system removes the JRE during the uninstall process.

**Note**

Distribution of the JRE with the Cisco Unified JTAPI Installer occurs in accordance with an agreement between Oracle/Sun Microsystems, Inc., and Cisco Systems, Inc.

Silent Install Invocation

Applications can bundle the JTAPI Installer along with their installation by using a silent install invocation of the JTAPI Installer.

Applications that run the JTAPI Installer in silent mode can use the following commands:

- Linux (32-bit) platforms—**CiscoJTAPIClient-linux -silent**
- Windows (32-bit) platforms—**CiscoJTAPIClient.exe -silent**

For Cisco Unified Communications Manager 8.6(1) and later, for 64 bit installer on a 64 bit Operating System (OS), the applications can use the following commands:

- Windows platforms—**CiscoJTAPIx64-Windows.exe -i silent**

- Linux RedHat platforms—**CiscoJTAPIx64-Linux.bin -i silent**

TFTP settings can be passed during a silent install with the following command (For Windows and Linux):

- **CiscoJTAPIx64-Windows.exe - silent -DKEY_TFTPIP = "IP address"**

When you are performing a fresh install or an upgrade/downgrade, the JTAPI Installer automatically detects the destination folders and performs a silent install. The installer places the JTAPI Sample Applications and the JAR Files in the appropriate folders that are specified during installation or in the default folders during a silent install. However, if a previous version is present, the JTAPI Installer does not know the application path, so it creates the default folders, Lib and JTAPITools, and installs the applications in those folders.

For Windows clients, the JTAPI Installer also updates the registry with the new install information. For Linux versions, it creates the file jtapiver.ini in the users home directory.



Note When using Windows 7 and Windows 2008 Server, you must disable the User Access Control (UAC) service for the silent installation process to succeed.

Command Line Invocation

To run the JTAPI Installer interactively from the command line, enter one of the following commands from the command prompt:

- Linux (32 bit) platforms—**CiscoJTAPIClient-linux.bin -console**
- Windows (32 bit) platforms—**CiscoJTAPIClient.exe -console**

For Cisco Unified Communications Manager 8.6(1) and later, for 64 bit installer on a 64 bit OS, use the following commands:

Windows (64 bit) platforms—**CiscoJTAPIx64-Windows.exe -i console**

Linux (64 bit) platforms—**CiscoJTAPIx64-Linux.bin -i console**

For more information on supported platforms for JTAPI, see [Supported Platforms, on page 212](#).

The command line mode is helpful for installing JTAPI in systems that do not have GUI support, such as Linux systems. A character-based menu, where the user is asked to provide a series of inputs based on the install time conditions, guides the entire installation procedure. All installation parameters are available during the console mode installation.

You will find that the command line mode is helpful for installing JTAPI in systems that do not have GUI support, such as Linux systems. A character-based menu, where the user is asked to provide a series of inputs based on the install time conditions, guides the entire installation procedure. This mode also provides all the other options that the GUI-based installer provides.



Note If you perform a reinstall/upgrade/downgrade on Linux in console mode and select the option for ‘Uninstall Current Version’, the client is uninstalled but the screen does not display a progress indicator. Once the uninstall is complete, you are notified through the console panel and the installer exits.

```

=====
Select Operation
-----

Previous JTAPI client version detected

Installed Version: 8.6(0.96000)-5
New Client version: 8.6(0.96000)-5

Please select an operation to perform

->1- Reinstall current version
   2- Uninstall current version

ENTER THE NUMBER FOR YOUR CHOICE, OR PRESS <ENTER> TO ACCEPT THE DEFAULT:: 2

```

394014

```

=====
Uninstallation Complete
-----

Cisco Unified Communications Manager JTAPI 64-bit Client has been successfully
removed from your computer.

PRESS <ENTER> TO CONTINUE:

```

394015

End User Installation

The JTAPI Installer uses a Java Foundation Classes (JFC) swing interface for the end user interface. The install procedure asks the user to provide a series of information and checks.

The installer creates and installs uninstallers on the target system, under the folder “_uninst.” You can find this folder under the JTAPI application path, which is normally C:\Program Files\JTAPITools for Windows and \$HOME/.jtapi/bin for Linux. You can invoke the uninstaller by using this path.

A log file that is named ismpInstall.txt (or ismpUninstall.txt) in the folder from which the installer/uninstaller is executed stores all details about the installation procedure. You can also use this file to check for any errors that may occur because it contains the entire list of traces of the various events that occur during client installation.

For Cisco Unified Communications Manager 8.6(1) and later, JTAPI Client supports installations on 64 bit platforms. The installer created using the InstallAnywhere tool installs JTAPI tools and applications under the default folder C:\Program Files\Cisco\JTAPI64Tools\ for Windows. For Linux, JTAPI tools and applications are installed at \$HOME/.jtapi64/. The uninstaller is located in the same directory under the _uninstaller directory. The library files (jtapi.jar, jtracing.jar and updater.jar) are installed in the lib folder under the parent directory.

A log file, InstallLog_stout.txt/ InstallLog_sterr.txt is created under the user home directory, like in Windows C:\Documents and Settings\Administrator. It stores all details about the installation procedure. You can also use this file to check errors because it contains the entire list of traces of the various events that occur during product installation.

OS Platform Check

You cannot install a 64-bit JTAPI client on a 32-bit OS. If you attempt this, the following error screen will pop-up to abort the installation[windows platform].



Installation will abort on Linux platform as well, with a similar error.

Install operations supported/not supported:

1. Installation of 32-bit JTAPI client on 64-bit OS is supported. Installation will be successful. Installer will run under WOW64, that is, all files/folders/registry of WOW64 settings will be used.
2. Installation of 64-bit JTAPI client on 32-bit OS is not supported. Installation will fail with the error message: Windows error 193 occurred while loading JVM.
3. Installation of 32-bit JTAPI client on 32-bit OS is supported. Installation will proceed successfully(Normal installation)
4. Installation of 64-bit JTAPI client on 64-bit OS is supported. Installation will proceed successfully(Normal installation)

Installation Procedures

Linux Platforms

Cisco Unified JTAPI supports multiple languages for the installation and JTAPI Preferences user interface.

The Cisco Unified JTAPIInstaller installs the following items on the local disk drive:

- JTAPI java classes in \$HOME/.jtapi/lib
- JTAPI Preferences in \$HOME/.jtapi/bin
- JTAPI sample applications (makecall, jtrace) in \$HOME/.jtapi/bin
- JTAPI documentation in \$HOME/.jtapi/bin/doc

Applicable from 8.6 release:

For 64-bit JTAPI Installer on 64-bit OS:

- JTAPI java classes in \$HOME/.jtapi64/lib
- JTAPI Preferences in \$HOME/.jtapi64/bin
- JTAPI sample applications (makecall, jtrace) in \$HOME/.jtapi64/bin
- JTAPI documentation in \$HOME/.jtapi64/bin/doc

Perform the following steps to install the Cisco Unified JTAPI software on a Linux platform:

1. Log in to the computer where you want to install the Cisco Unified JTAPI client software.
2. Locate the appropriate ISMP/IA installer and launch it:

Applicable from 8.6 release::

For 64-bit JTAPI Installer on 64-bit OS,

- CiscoJTAPIx64-Linux.bin - for Linux OS

1. Log in to the computer where you want to install the Cisco Unified JTAPI client software.
2. Locate the appropriate ISMP/IA installer and launch it:
3. Follow the instructions that the Cisco Unified JTAPI Installer presents.

Verifying Linux Installation

To ensure that the JTAPI installation has been done properly, perform the following steps:

Procedure

-
- Step 1** Check that the `.jtapiver.ini` file is created in the `$HOME` directory.
- Step 2** Check that the JTAPI Program files and documentation are present under the folder `$HOME/.jtapi/bin`. Look for the `makecall`, `jtrace`, `Locale_files`, and `doc` folders.
- Step 3** Check that the JTAPI Library is present under the folder `$HOME/.jtapi/lib`. Look for the `jtapi.jar`, `jtracing.jar`, and `updater.jar` files.
- Step 4** After ensuring that `jtapi.jar` is present in the classpath, run the following command from the command line prompt of `$HOME/.jtapi/bin` `./jvm/bin/java`:
- ```
com.cisco.services.jtprefs.jtprefsFrame
```
- The JTAPI Preferences dialog box appears.

**Note** In the absence of the JTPrefs application, you can generate the `jtapi.ini` file by entering:

```
< jview | java > CiscoJtapiVersion -parms
```

This command generates a `jtapi.ini` file in the current directory.

---

For Cisco Unified Communications Manager 8.6(1) and later, for 64 bit installer on a 64 bit OS, the default install directory is `$HOME/.jtapi64/`.

After installation, `CLASSPATH` is updated with the location of `jtapi.jar`. For linux a file `.jtapiver.ini` is updated with the install location in user home directory. For classpath changes to take effect, you need to log off and login again.

During installation, you can choose a different folder than `$HOME` to install JTAPI. In this case, the system creates a folder called `.jtapi` within the specified folder and creates the `bin` and `lib` folders within that folder

for copying the corresponding files. For example, if you choose the folder name /home/jtapiuser, the folder structure would be

/home/jtapiuser/.jtapi/bin (for 32 bit installers)—Contains the makecall, jtrace, Locale\_files, and doc folders.

or

/home/jtapiuser/.jtapi64/bin (for 64 bit installers)

/home/jtapiuser/.jtapi/lib(for 32 bit installers)—Contains the jtapi.jar, jtracing.jar, and updater.jar files

or

/home/jtapiuser/.jtapi64/lib (for 64 bit installers)

In this case, run the command at Step 4 from the /home/jtapiuser/.jtapi/bin folder (for 32 bit installer) or /home/jtapiuser/.jtapi64/bin folder (for 64 bit installer).

## Windows Platforms

Cisco Unified JTAPI supports multiple languages for the installation and JTAPI Preferences user interface.

The Cisco Unified JTAPI Installer installs the following items on the local disk drive:

### Applicable from 8.6 release:

- JTAPI Java classes in %SystemRoot%\java\lib
- JTAPI Preferences in Program Files\JTAPITools
- JTAPI sample applications (makecall, jtrace) in Program Files\JTAPITools
- JTAPI documentation in Program Files\JTAPITools\doc

For 64-bit JTAPI Installer on 64-bit OS,

- JTAPI Java Preferences in Program Files\Cisco\JTAPI64Tools
- JTAPI Java classes in Program Files\Cisco\JTAPI64Tools\lib
- JTAPI sample applications (makecall, jtrace) in Program Files\Cisco\JTAPI64Tools
- JTAPI documentation in Program Files\Cisco\JTAPI64Tools\doc

Post installation, CLASSPATH is updated with the location of jtapi.jar. For windows, registry is updated, [HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems, Inc.\JTAPI\Client\Tools

HKEY\_LOCAL\_MACHINE\SOFTWARE\Cisco Systems, Inc.\JTAPI\Client\Tools\Lib]

To install the Cisco Unified JTAPI software on a Windows platform, perform the following steps:

1. Log in to the computer where you want to install the Cisco Unified JTAPI client software.
2. Close all Windows programs.
3. Locate the Cisco Unified JTAPI installer (CiscoJTAPIClient.exe) and launch it.
4. Follow the installer instructions.

## Installing Cisco JTAPI on 32 bit Windows Platforms

To install the Cisco Unified JTAPI software on a 32 bit Windows platform, perform the following steps.

## Procedure

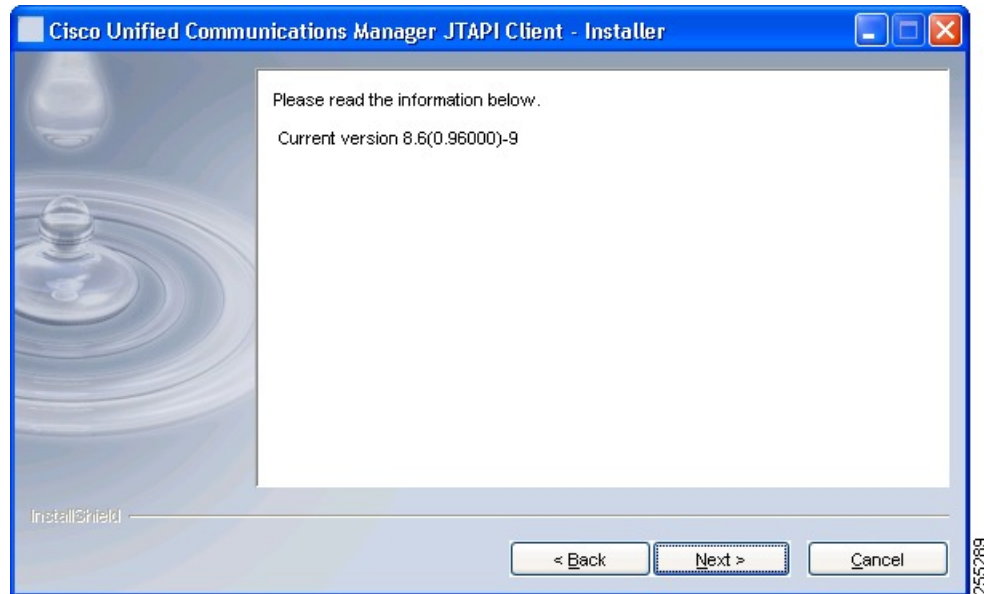
- Step 1** Log in to the computer where you want to install the Cisco Unified JTAPI client software.
- Step 2** Close all Windows programs.
- Step 3** Download the 32 bit JTAPI client from the Unified Communications Manager Administrative interface Plugins page **Application > Plugins**. Save the client on the CTI application server where JTAPI is used.
- Step 4** Double click CiscoJTAPIClient.exe to start the installation process.

The following screen appears:

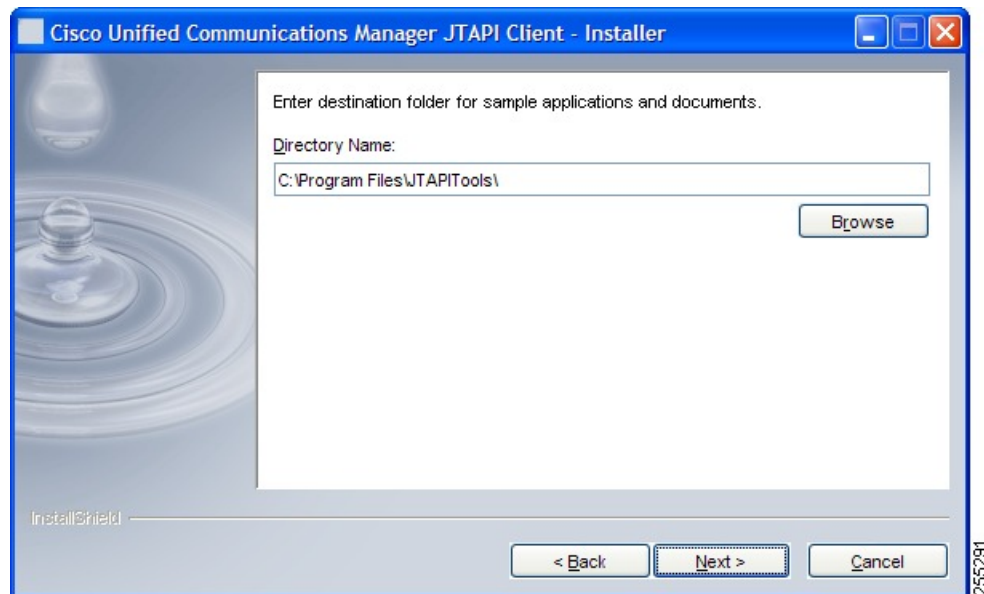


- Step 5** Click **Next**.

The following screen appears:



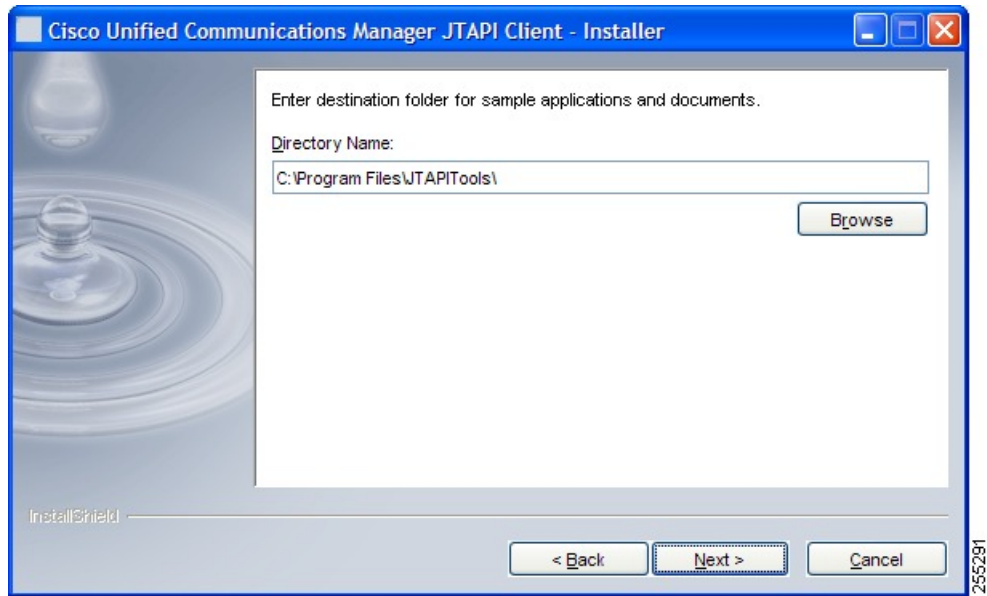
**Step 6** Click **Next**. The following screen appears.



**Step 7** Specify the destination folder for storing library files (jtapi.jar). Alternatively, you can click **Browse** and navigate to the folder where you want to store the library files.

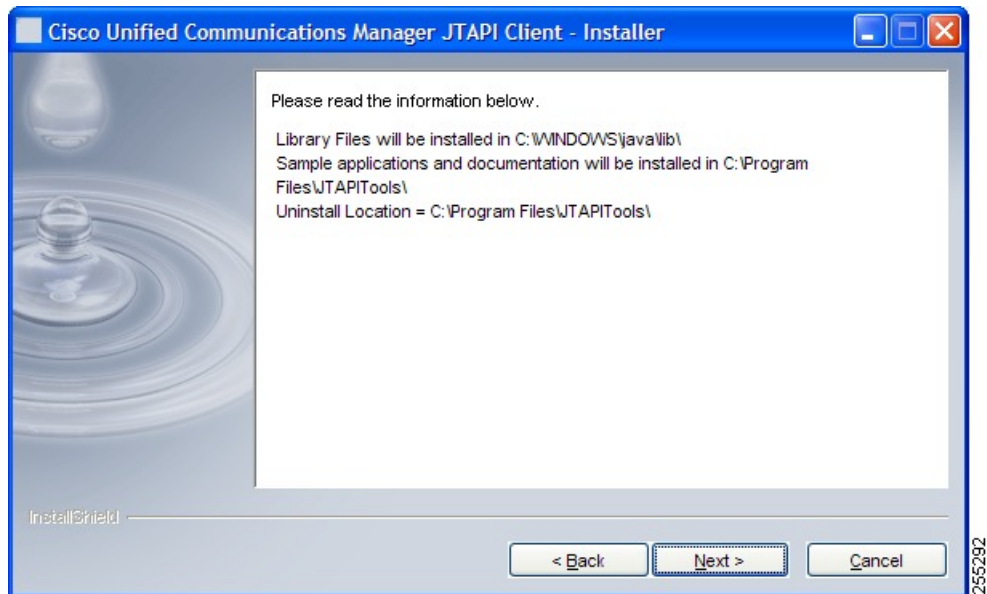
**Step 8** Click **Next**.

The following screen appears. This screen shows the default location of javadoc for Cisco JTAPI, sample apps and the Cisco JTAPI preferences application. You can change the location by clicking the **Browse** button.



**Step 9** Click **Next**.

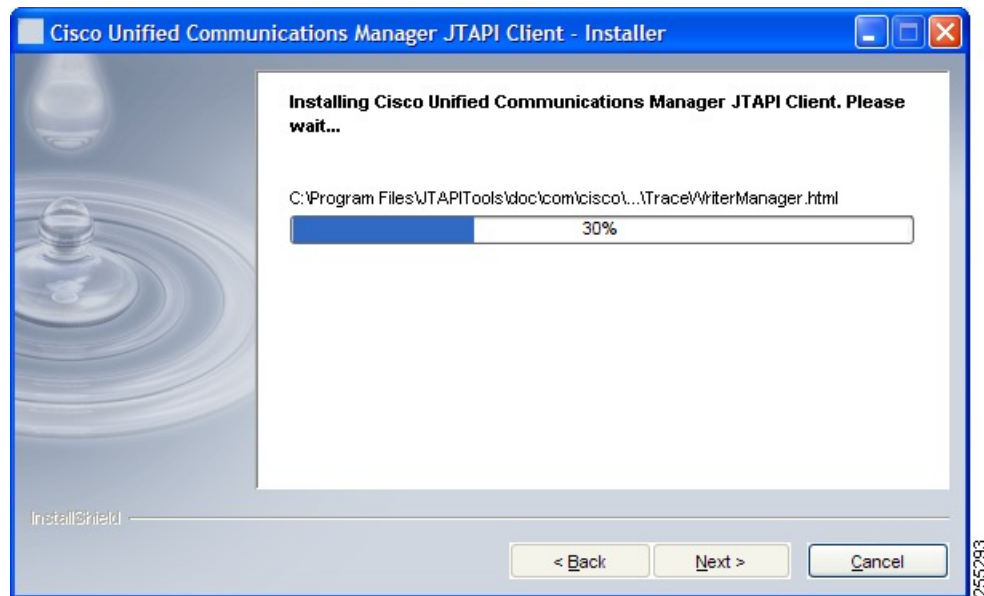
The next screen shows the location where the libraries and sample applications will be installed.



**Step 10** Click **Next**.

The next window shows the progress of install as follows:

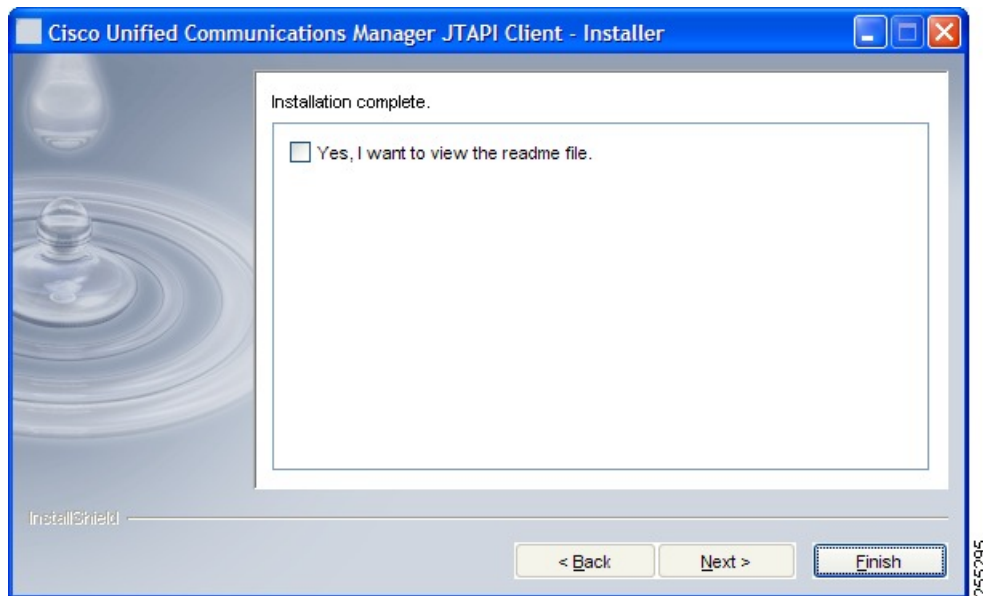




- Step 11** After the installation completes, click **Next**.  
The following screen appears:



- Step 12** Specify the **Cisco TFTP IP Address** and click **Next**. This address will be used by JTAPI to download any locale updates from Cisco Unified Communication Manager. If you do not know the TFTP address during installation, you can populate it using JTAPI Preferences.  
The following screen appears.



This screen provides an option to read the readme file. This file contains information on how to use the sample applications, caveats and other information. You can check the **Yes, I want to view the readme file** check box and click **Finish**.

## Installing Cisco JTAPI on 64 bit Windows Platforms



### Important

From **Release 12.0(1)SU4**, Cisco is no longer in agreement with Oracle to bundle JRE for 64-bit JTAPI Plugin. As an alternative, use the JRE installed on the system.

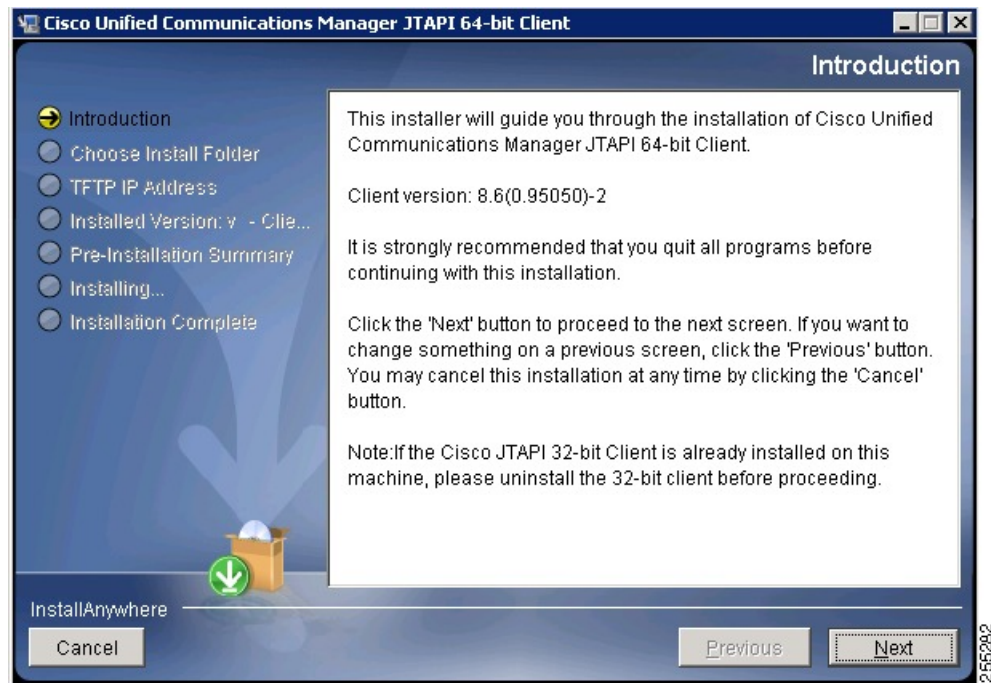
If you need to install version 12.0(1)SU4 or upgrade from an earlier version to 12.0(1)SU4, make sure that the 64-bit system has JRE installed.

To install the Cisco Unified JTAPI software on a 64-bit Windows platform, perform the following steps:

### Procedure

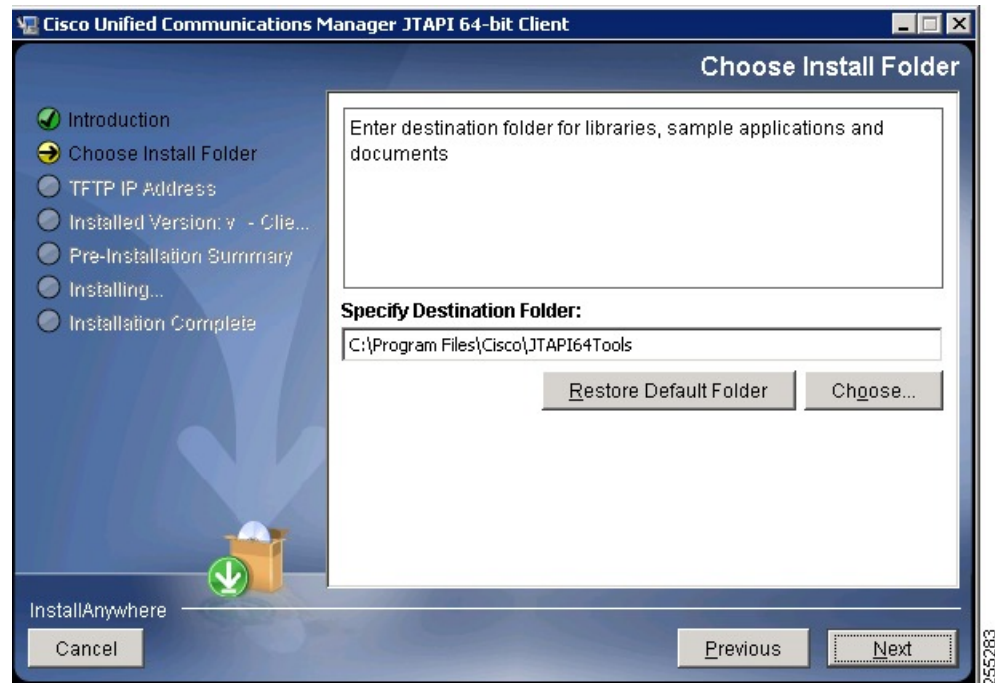
- Step 1** Log in to the computer where you want to install the Cisco Unified JTAPI client software.
- Step 2** Close all Windows programs.
- Step 3** Download the 64 bit JTAPI client from the Unified Communications Manager Administrative interface Plugins page **Application > Plugins**. Save the client on the CTI application server where JTAPI is used.
- Step 4** Double click CiscoJTAPIx64-Windows.exe to start the installation process.

The following screen appears.



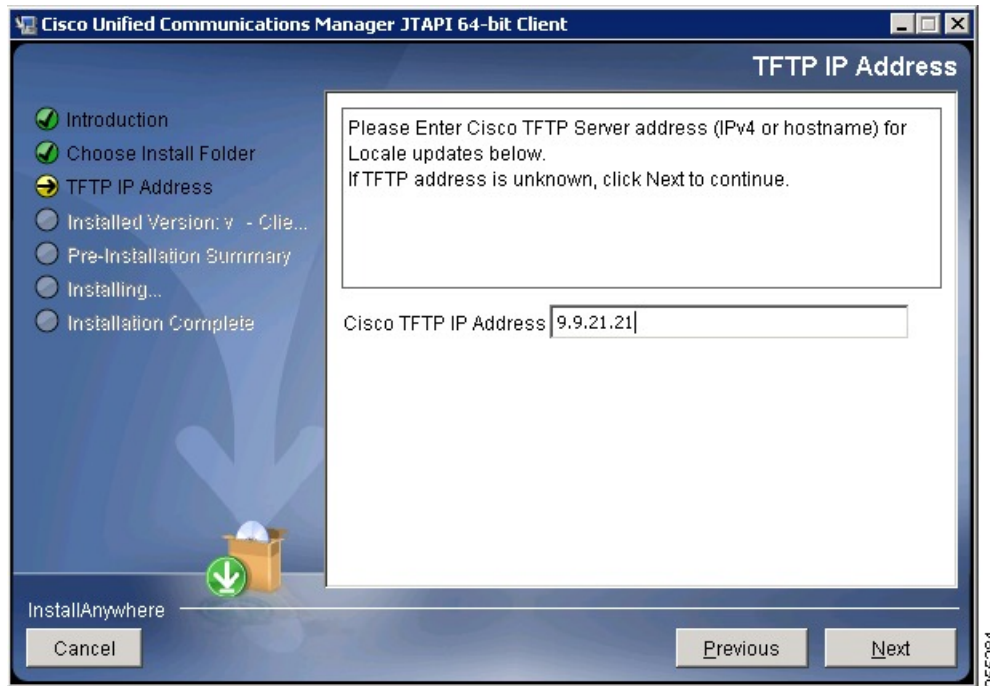
**Step 5** Click **Next**.

The next screen displays the default location of java class files(jtapi.jar), javadoc for Cisco JTAPI, sample apps and the Cisco JTAPI preferences application. You can change the location by clicking the **Choose** button.



**Step 6** Click **Next**.

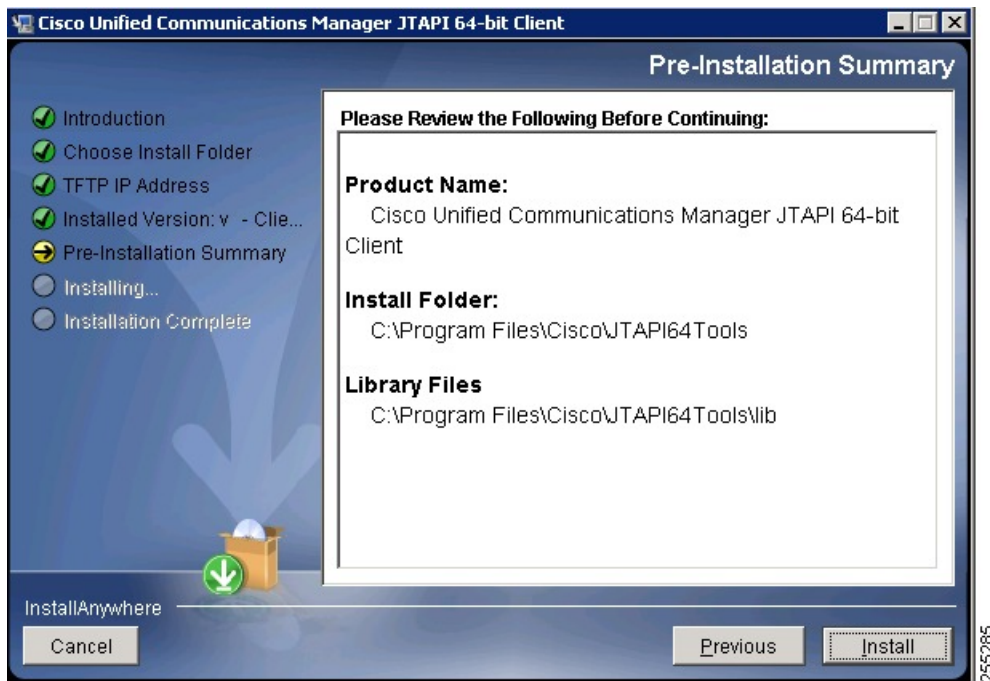
The following screen appears.



**Step 7** Specify **TFTP IP address**. This address will be used by Cisco JTAPI to download any locale updates from Cisco Unified Communication Manager. If you do not know the TFTP address during installation, you can populate it using JTAPI preferences.

**Step 8** Click **Next**.

The next screen displays the pre-install summary which includes the location of the install folder and the library files.

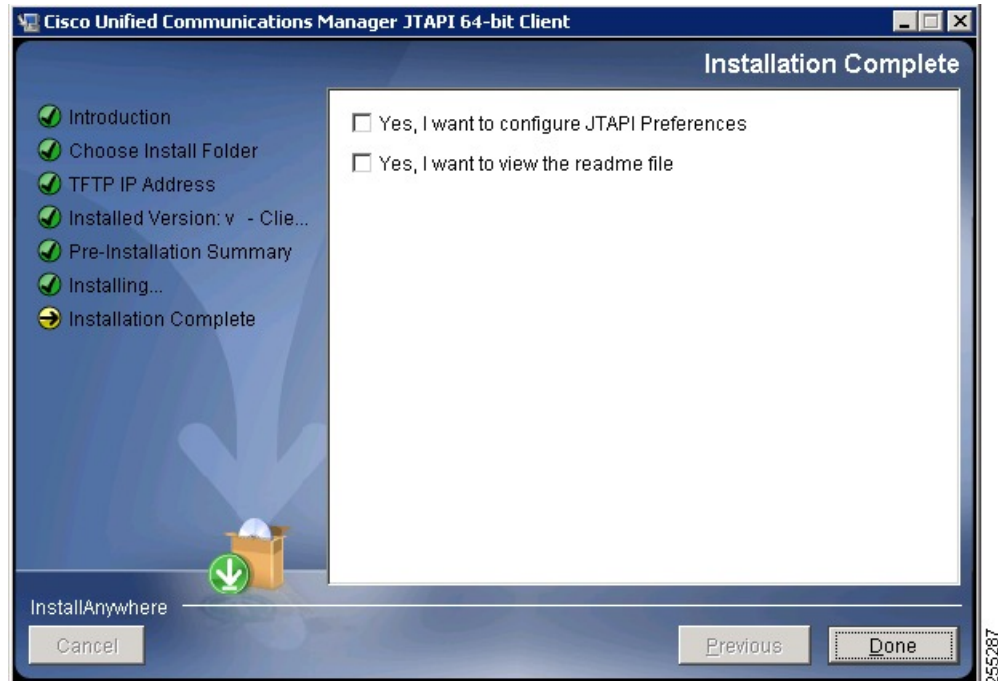


**Step 9** Click **Install**.

The next window shows the progress of install as follows:



After the installation completes, the following screen appears.



- Step 10** Check the **Yes I want to configure JTAPI Preferences** check box to open the JTAPI preference settings. Check the **Yes I want to view the readme file** to view the readme file that contains information on how to use the sample applications, caveats and other information.
- Step 11** Click **Done**.

## Verifying Windows Installation

To verify the JTAPI Windows installation, you can use the makecall application that allows you to place a call via JTAPI. Perform the following steps to use the makecall application.

### Procedure

- Step 1** From the Windows command line, navigate to the directory where you installed Cisco Unified JTAPI Tools. By default, this directory is C:\Program Files\JTAPITools (for 32 bit installers) and C:\Program Files\JTAPI64Tools (for 64 bit installers).
- Step 2** Execute the following command:
- ```
java CiscoJtapiVersion
```
- Step 3** Execute the following command:
- ```
java makecall <server name> <login> <password> 1000 <phone1> <phone2>
```

**Note** The server name variable specifies the hostname or IP address of the Cisco Unified Communications Manager (for example, 192.168.1.100 or Subscriber2).

The phone1 and phone2 variables designate directory numbers of IP phones or virtual phones that the user controls according to the user configuration. Refer to the chapter 'Directory Number Configuration' in Cisco Unified Communications Manager Administration Guide for details.

For the login and password variables, use the user ID and password that you configured in the Cisco Unified Communications Manager User Configuration window.

## Determining the Current JTAPI Version

To determine the JTAPI version number from the installer, use one of the following commands:

- CiscoJtapiVersion.exe -silent -W newversion.check = "1" -goto showversion
- CiscoJtapiClient-linux.bin -silent -W newversion.check = "1" -goto showversion

For Cisco Unified Communications Manager 8.6(1) and later, for 64 bit JTAPI Installer on 64 bit OS, use one of the following commands;

- CiscoJTAPIx64-Windows.exe -i silent -DKEY\_VERSION\_TEXT = "1"
- CiscoJTAPIx64-Linux.bin -i silent -DKEY\_VERSION\_TEXT = "1"

These commands create a file called "jtapiversion.txt" in the folder where you execute the command. This file contains the JTAPI version in the format A.B(C.D)-E.



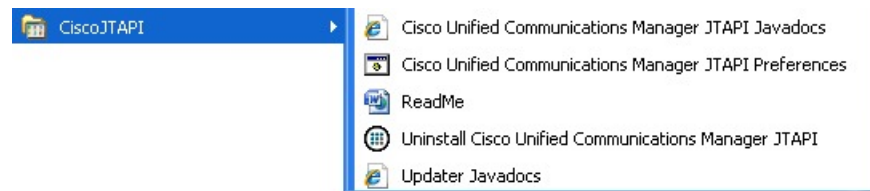
When a previous JTAPI version is present in the system and an upgrade is made to the current version of JTAPI, the installer invokes the uninstaller of the previous release. If you want to invoke the previous uninstaller in silent mode on a Windows system, use the command

```
CiscoJtapiClient.exe -silent -W newversion.silent = "1"
```

If it is installed, you can also use the JTAPI Preferences user interface utility tool to verify the installed JTAPI version.

### Procedure

**Step 1** Choose **Start > Programs > CiscoJTAPI > JTAPI**. The following menu displays:



**Step 2** Select the “ReadMe” file. This file identifies the currently installed version of Cisco Unified JTAPI.

## Using Cisco Unified CM JTAPI

The following section describes the program group and program elements created by the installation of Cisco JTAPI.

### Program Group and Program Elements

After the installation of Cisco JTAPI, a program group called CiscoJTAPI is created which contains the following elements:

- Cisco Unified Communications Manager JTAPI Javadocs — Opens the Javadocs reference guide for Cisco JTAPI.
- Cisco Unified Communications Manager JTAPI Preferences — Launches the JTAPI Preferences application.
- ReadMe — Launches the readme.htm file in the default web browser.
- Updater Javadocs — Opens the Javadocs Updater package that is bundled with Cisco JTAPI.

## Cisco Unified JTAPI Configuration Settings

You can use the Cisco Unified JTAPI Preferences application to configure trace levels and trace destinations as well as several other system parameters.



---

**Note** When using Windows 7 and Windows 2008 Server, you must run the JTAPI Preferences application in Administrative Mode when the User Access Control (UAC) service is running. If the UAC service is disabled, the JTAPI Preference application can run without administrative privileges.

---

This section, which describes how to use the Cisco Unified JTAPI Preferences application, includes the following topics:

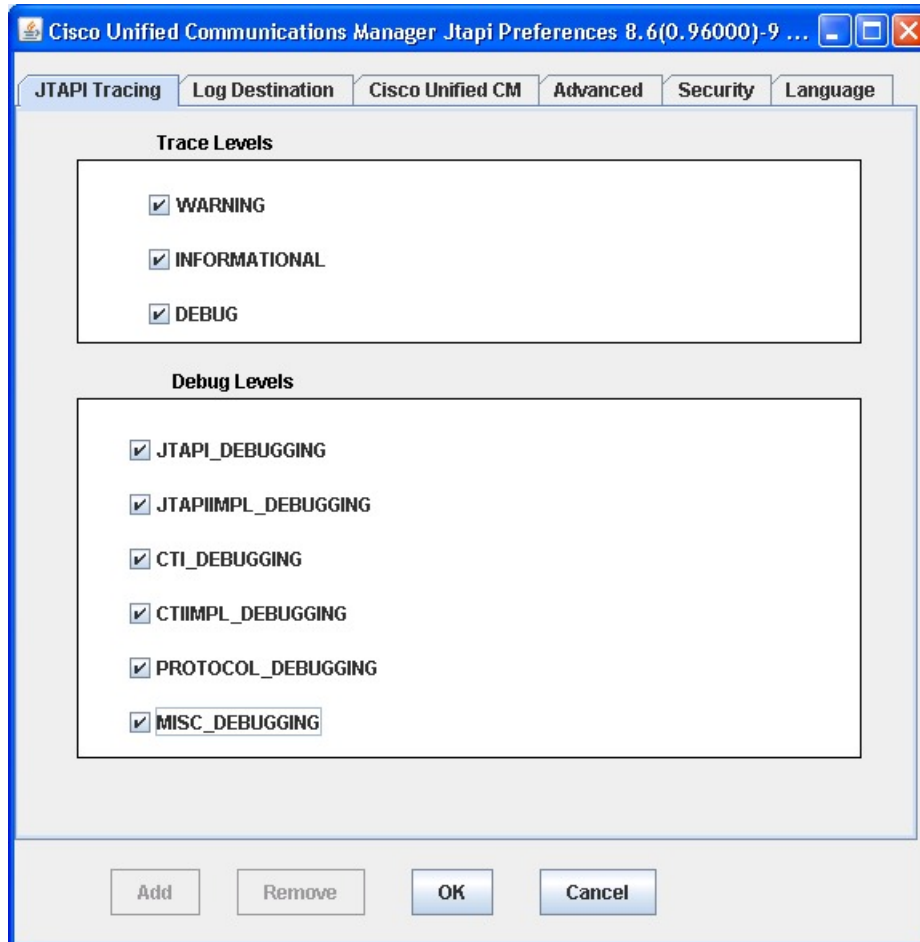
- [JTAPI Tracing Tab, on page 228](#)
- [Log Destination Tab, on page 230](#)
- [Cisco Unified CM Tab, on page 232](#)
- [Advanced Tab, on page 233](#)
- [Security Tab, on page 236](#)
- [Language Tab, on page 238](#)

## JTAPI Tracing Tab

The JTAPI Tracing tab lets you change trace settings for the JTAPI layer. The following figure illustrates the JTAPI Tracing tab of the Cisco Unified JTAPI Preferences application. The window title shows the JTAPI version number.



Figure 14: JTAPI Tracing Tab



The JTAPI Tracing tab lets you enable or disable JTAPI trace levels as listed in the following table.

Table 10: JTAPI Trace Levels

| Jtapi.ini fields    | Description                         |
|---------------------|-------------------------------------|
| <b>Trace Levels</b> |                                     |
| WARNING             | Low-level warning events            |
| INFORMATIONAL       | Status events                       |
| DEBUG               | Highest level debugging events      |
| <b>Debug Levels</b> |                                     |
| JTAPI_DEBUGGING     | JTAPI methods and events trace      |
| JTAPIIMPL_DEBUGGING | Internal JTAPI implementation trace |

| Jtapi.ini fields   | Description                                                              |
|--------------------|--------------------------------------------------------------------------|
| CTI_DEBUGGING      | Trace Cisco Unified Communications Manager events that are sent to JTAPI |
| CTIIMPL_DEBUGGING  | Internal CTIClient implementation trace                                  |
| PROTOCOL_DEBUGGING | Full CTI protocol decoding                                               |
| MISC_DEBUGGING     | Miscellaneous low-level debug trace                                      |

## Log Destination Tab

The Log Destination tab allows you to configure how JTAPI creates traces and where they are stored. The following figure illustrates the Log Destination tab of the Cisco Unified JTAPI preferences application. The following table contains descriptions of the log destination fields.

Figure 15: Log Destination Tab

The screenshot shows the 'Log Destination' tab in the Cisco Unified Communications Manager Jtapi Preferences application. The window title is 'Cisco Unified Communications Manager Jtapi Preferences 8.6(0.96000)-9 ...'. The 'Log Destination' tab is selected. The interface includes several sections:

- Enable Alarm Service:**
- Use Syslog:**
- Alarm Service Settings:**
  - Host Name:
  - Host Port:
- Syslog Settings:**
  - Collector:
  - Port Number:
- Use Rotating Log Files:**
- Use Java Console:**
- Log File Settings:**
  - Maximum Number of Log Files:
  - Maximum Log File Size (MB):
  - Use the Same Directory:**
  - Path:
  - Directory Name Base:
  - File Name Base:
  - File Name Extension:

At the bottom of the window are buttons for 'Add', 'Remove', 'OK', and 'Cancel'.

Table 11: Log Destination Fields

| Field name                                  | Default | Min                 | Max  | Description                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------|---------|---------------------|------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Alarm Service(UseAlarmService)       | 0       | Not Applicable (NA) | NA   | When this option is enabled, JTAPI alarms go to an alarm service that is running on the specified machine. You must specify the host name and port number when you enable this option.                                                                                                                                    |
| Use Syslog (UseSyslog)                      | FALSE   | NA                  | NA   | When this option is enabled, traces go to a UDP port as specified in the Collector and Port Number fields. Syslog collector service collects traces and directs them to the Cisco Operations Manager Suite server.                                                                                                        |
| <b>Alarm Service Settings</b>               |         |                     |      |                                                                                                                                                                                                                                                                                                                           |
| Host Name                                   |         | NA                  | NA   | Use this field to specify the host name of the alarm service server.                                                                                                                                                                                                                                                      |
| Host Port                                   |         | NA                  | NA   | Use this field to specify the host port of the alarm service server.                                                                                                                                                                                                                                                      |
| <b>Syslog Settings</b>                      |         |                     |      |                                                                                                                                                                                                                                                                                                                           |
| Collector                                   | 0       | NA                  | NA   | Use this field to specify the Syslog collector service that collects traces.                                                                                                                                                                                                                                              |
| Port Number                                 | 514     | NA                  | NA   | Use this field to specify the UDP port of the collector.                                                                                                                                                                                                                                                                  |
| Use Rotating Log Files (SyslogCollector)    | FALSE   | NA                  | NA   | This field allows you to direct traces to a specific path and folder. No fewer than two log files and no more than 99 files can exist. Cisco Unified JTAPI rotates through the log files in numerical order, returning to the first log file after filling the last. Log files increase in size in 1-megabyte increments. |
| Use Java Console (UseSystemDotOut)          | FALSE   | NA                  | NA   | When this option is enabled, tracing goes to the standard output or console (command) window.                                                                                                                                                                                                                             |
| <b>Log File Settings</b>                    |         |                     |      |                                                                                                                                                                                                                                                                                                                           |
| Maximum Number of Log Files (NumTraceFiles) | 10      | 2                   | 1000 | This setting lets you specify the maximum number of log files to be written.                                                                                                                                                                                                                                              |
| Maximum Log File Size (TraceFileSize)       | 1048576 | 1048576             | NP   | This setting lets you specify the maximum size of log files to be written.                                                                                                                                                                                                                                                |

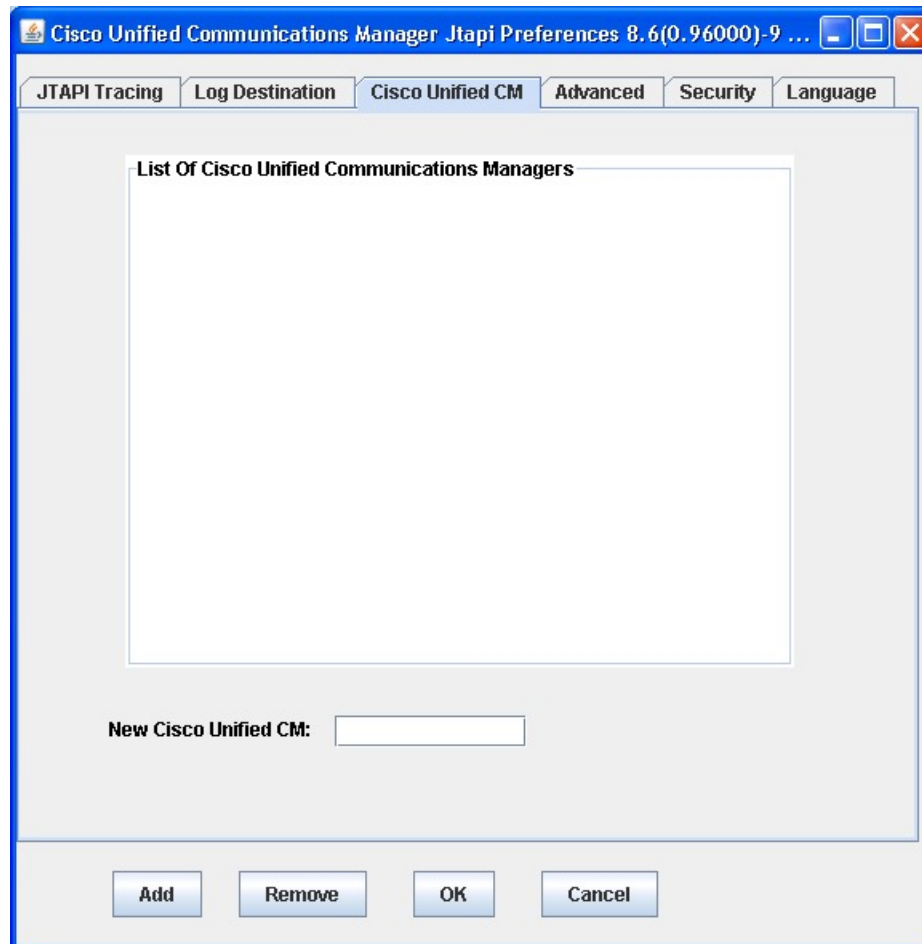
| Field name                                   | Default     | Min | Max | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------|-------------|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Use the Same Directory<br>(UseSameDirectory) | 1           | NA  | NA  | <p>This setting lets you specify whether the same folder name should be used for each instance of an application.</p> <p>When this option is enabled, JTAPI traces the log files to the same directory. In this case, successive instances of a JTAPI application will restart the log files, starting at index 01.</p> <p>When this option is disabled, each instance of the application, whether successive or simultaneous, will cause trace files to be placed in a new folder sequential to the last folder that was written. Cisco Unified JTAPI detects the last folder present in the trace path and automatically increments the numeric index.</p> |
| Trace Path<br>(TracePath)                    | .           | NA  | NA  | This setting lets you specify the path name to which trace files are written. When the path is not specified, JTAPI defaults to the application path.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Directory Name Base<br>(Directory)           | .           | NA  | NA  | This setting lets you specify a folder name where the trace files will be contained.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| File Name Base<br>(FileNameBase)             | Cisco Jtapi | NA  | NA  | Use this value to create the trace file name.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| File Name Extension<br>(FileNameExtension)   | log         | NA  | NA  | <p>This setting lets you specify a numerical index to append to the file base name indicates the order in which trace files are created.</p> <p>If you enter “jtapiTrace” in the File Name Base field and “log” in the File Name Extension field, the system names the trace files jtapiTrace01.log, jtapiTrace02.log, and so on. If the File Name Base and File Name Extension fields are left blank, JTAPI picks the trace files names as CiscoJtapi01.log, CiscoJtapi02.log, and so on.</p>                                                                                                                                                               |

## Cisco Unified CM Tab

This tab allows you to define a list of IP addresses for Cisco Unified Communications Manager Subscribers where CTIManager is enabled. Applications can query JTAPI for this list and use it to find the IP addresses to connect to. You can define a maximum 10 IP addresses.

The following figure illustrates the Cisco Unified CM tab of the preferences application.

Figure 16: Cisco Unified CM Tab



## Advanced Tab

You can configure the parameters in the table in this section through the Advanced tab in the JTAPI Preferences application. These low-level parameters are used for troubleshooting and debugging purposes only.

The following figure illustrates the Advanced tab of the preferences application.

Figure 17: Advanced Tab

The screenshot shows the 'Advanced' tab of the 'Cisco Unified Communications Manager Jtapi Preferences' dialog. The 'Advanced' tab is selected, and the following configuration options are visible:

- Enable Periodic Wakeup
- Periodic Wakup Interval (sec): 50
- Enable Queue Stats
- Queue Size Threshold: 25
- CTI Request Timeout (sec): 30
- Provider Open Request Timeout (sec): 200
- Provider Retry Interval (sec): 30
- Server Heartbeat Interval (sec): 30
- Route Select Timeout (ms): 5000
- Post Condition Timeout: 15
- Use Progress As Disconnect: 0

Buttons at the bottom include 'Add', 'Remove', 'OK', and 'Cancel'.



**Note** Cisco strongly recommends that you not modify the parameters in the following table unless the Cisco Technical Assistance Center (TAC) instructs you to do so.

Table 12: Advanced Configuration Fields

| Field                                         | Default | Min                 | Max | Description                                                                                                                                                                                                                          |
|-----------------------------------------------|---------|---------------------|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Periodic Wakeup(PeriodicWakeupEnabled) | FALSE   | Not Applicable (NA) | NA  | Enables (or disables) a heartbeat in the internal message queue that JTAPI uses. If JTAPI has not received a message in the time that is defined in PeriodicWakeupInterval, it causes the thread to wake up and creates a log event. |

| Field                                                     | Default          | Min              | Max | Description                                                                                                                                                                                                                                                                                                                                        |
|-----------------------------------------------------------|------------------|------------------|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Periodic Wakeup Interval(PeriodicWakeupInterval)          | 50               | Not Present (NP) | NP  | Allows you to define a period of inactivity in the JTAPI internal message thread (in seconds). If JTAPI has not received a message during this time, the thread wakes up and logs an event.                                                                                                                                                        |
| Enable Queue Stats(QueueStatsEnabled)                     | FALSE (disabled) | NA               | NA  | Causes JTAPI to log the max queue depth over the specified number of messages that are queued to JTAPI main event thread.<br><br>For every x messages processed, JTAPI logs a DEBUGGING level trace that reports the maximum queue depth over that interval, where x represents the number of messages that are specified in Queue Size Threshold. |
| Queue Size Threshold(QueueSizeThreshold)                  | 25               | 10               | NP  | Specifies the number of messages that define the interval over which JTAPI will report the maximum queue depth.                                                                                                                                                                                                                                    |
| CTI Request Timeout(CtiRequestTimeout)                    | 15               | 10               | NP  | Specifies the number of seconds that JTAPI will wait for a response from a CTI request.                                                                                                                                                                                                                                                            |
| Provider Open Request Timeout(ProviderOpenRequestTimeout) | 200              | 10               | NP  | Specifies the number of seconds that JTAPI will wait for a response to a Provider Open Request.                                                                                                                                                                                                                                                    |
| Provider Retry Interval(ProviderRetryInterval)            | 30               | 5                | NP  | Specifies the number of seconds that JTAPI will retry opening connection to a Cisco Unified Communications Manager cluster in case of system failure.                                                                                                                                                                                              |
| Server Heartbeat Interval(DesiredServerHeartbeatInterval) | 30               | >0               | NP  | Specifies the interval at which the connection between JTAPI and the Cisco Unified Communications Manager cluster will get verified (in seconds).<br><br>If JTAPI fails to receive heartbeats, it will establish a connection via the second CTIManager that is specified in the provider open request.                                            |
| Route Select Timeout(RouteSelectTimeout)                  | 5000             | 0                | NP  | Specifies the interval in milliseconds that JTAPI will wait for the application to respond to the Route event. If the application does not respond in this time, JTAPI ends the route and sends the corresponding RouteEnd event.                                                                                                                  |
| Post Condition Timeout                                    | 15               | 0                | NP  | Specifies the timeout.                                                                                                                                                                                                                                                                                                                             |

## Security Tab

The following figure illustrates the Security tab of the preferences application.

**Figure 18: Security Tab**

Administrators need to configure the User Name, Instance ID, Authorization Code, TFTP Server IP-Address, and CAPF Server IP-Address parameters through the JTAPI Preferences application before invoking the JTAPI API or JTAPI Preferences to download/install certificates on the application server.

You can use JTAPI Preferences to configure security profiles for one or more User Name/Instance ID pairs. If an application user has previously configured a security profile for a User Name/Instance ID pair, the security profile automatically populates when the user enters the User Name/Instance ID and clicks any of the other edit boxes.

Apart from the GUI that is provided through JTAPI Preferences, an application can also install a client certificate by calling the interface that is provided at `CiscoJtapiProperties`. When `Interface UpdateCertificate` is called, the JTAPI client connects to the TFTP server to download the CTL file and extract certificates to the given certificate path. It then connects to the CAPF server to download the client certificate and installs it into the given certificate path.

The `jtapi.ini` files store user security records in comma separated value (CSV) format. Semicolons separate individual records. An example of a users security record is as follows:



SecurityProperty = user, 123, 12345, 172.19.242.37, 3804, 172.19.242.37, 69, \\\, true, false;<next record>  
...

You can configure the following parameters on the Security tab:

**Table 13: JTAPI Security Configuration Fields**

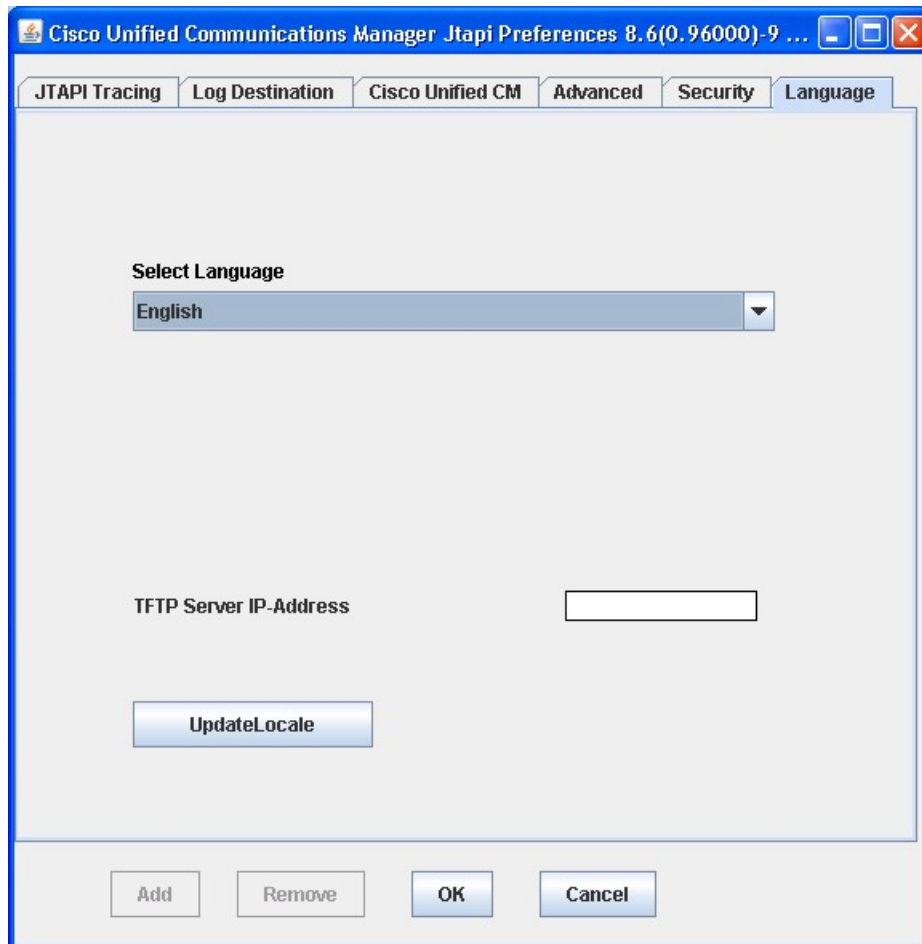
| Field                                         | Default | Min                 | Max | Description                                                                                                                                                                                                                                         |
|-----------------------------------------------|---------|---------------------|-----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Enable Security Tracing(SecurityTraceEnabled) | FALSE   | Not Applicable (NA) | NA  | You can enable (or disable) tracing for certificate install operations by checking this check box and choosing the desired trace level.                                                                                                             |
| Select Trace Level(SecurityTraceLevel)        | 0       | 0                   | 2   | You can choose one of three different trace levels: <ul style="list-style-type: none"> <li>• Error = 0 — Logs error events</li> <li>• Debug = 1 — Logs debugging events</li> <li>• Detailed = 2 — Logs all events</li> </ul>                        |
| User Name(Username)                           | NA      | NA                  | NA  | If application users have previously configured a security profile for a User Name/Instance ID pair, that security profile automatically populates when the user enters the User Name/Instance ID and clicks any of the other edit boxes.           |
| Instance ID(instanceID)                       | NA      | NA                  | NA  | This field specifies the application instance identifier. If an application is connecting to CTIManager with the same user, it needs to define an instanceID for each instance of the application to download the certificate Authorization String. |
| Authentication String(authcode)               | NA      | NA                  | NA  | This field specifies a one-time string that is used to download a certificate.                                                                                                                                                                      |
| TFTP Server IP Address                        | NA      | NA                  | NA  | This field specifies the IP address of the TFTP server (normally the Cisco Unified Communications Manager IP Address).                                                                                                                              |
| TFTP Server Port                              | 69      | Not Present (NP)    | NP  | The TFTP Server Port defaults to 69. Do not change this value unless the System Administrator advises you to do so.                                                                                                                                 |
| CAPF Server IP Address                        | NA      | NA                  | NA  | This field specifies the IP address of the CAPF server in dotted decimal.                                                                                                                                                                           |

| Field                     | Default           | Min | Max | Description                                                                                                                                                                                                                                                                                                          |
|---------------------------|-------------------|-----|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CAPF Server Port          | 3804              | NP  | NP  | The CAPF Server Port number defaults to 3804; however, you can also configure this number in the Cisco Unified Communications Manager Administration. Ensure that the value that is entered through the JTAPI Preferences matches the one that is configured in Cisco Unified Communications Manager Administration. |
| Certificate Path          | JTAPI.jarlocation | NA  | NA  | This field specifies the path where the application wants server and client certificates to be installed. If this field is blank, the system installs certificates in the ClassPath of JTAPI.jar.                                                                                                                    |
| Enable Secure Connection  | FALSE             | NA  | NA  | Check this option to enable a secure TLS connection to Cisco Unified Communications Manager. If this option is not checked, JTAPI cannot make a nonsecure connection to CTI even if the certificate is updated/installed.                                                                                            |
| Certificate Update Status | NA                | NA  | NA  | This field provides information on whether the certificate has been updated.                                                                                                                                                                                                                                         |
| Delete Certificate        | NA                | NA  | NA  | This button deletes the existing certificate.                                                                                                                                                                                                                                                                        |
| Update Certificate        | NA                | NA  | NA  | This button updates the existing certificate with the changed parameters.                                                                                                                                                                                                                                            |
| FIPS Compliant            | FALSE             | NA  | NA  | Check this option to enable JTAPI to be FIPS compliant.                                                                                                                                                                                                                                                              |

## Language Tab

The following figure illustrates the Language tab of the preferences application.

Figure 19: Language Tab



The Language tab allows you to select one of the installed languages to view the configuration settings in that language.



**Note** You must install the language pack on the TFTP server before using this feature.

You can select the following languages:

|          |                      |                |           |            |
|----------|----------------------|----------------|-----------|------------|
| Arabic   | Brazilian Portuguese | Chinese Taiwan | Croatian  | Czech      |
| Danish   | Dutch                | English        | Finnish   | French     |
| German   | Greek                | Hebrew         | Hungarian | Italian    |
| Japanese | Nederlands           | Norwegian      | Polish    | Portuguese |
| Russian  | Simplified Chinese   | Slovak         | Spanish   | Swedish    |

Select a language, and the tabs display with text in that language.

# Administering User Information for JTAPI Applications

The JTAPI application requires that users be given the privilege to control one or more devices. Follow the procedures for adding an application user and assigning devices to an application user in the “Application user setup” chapter of the *Cisco Unified Communications Manager Administration Guide* before using the JTAPI application. The list of devices that are assigned to the user represents the phones that the user needs to control from the application (for example, make calls and answer calls).

## Fields in the jtapi.ini File

Applications that run in non-GUI based platforms, where the JTAPI Preferences application cannot be invoked, can write their own jtapi.ini file and place it along with jtapi.jar based on the values that are provided here. JTAPI will make use of these values.

Applications should ensure that they provide valid data as described in the following table. Applications are responsible for errors that are caused in JTAPI behavior due to improper jtapi.ini file values.

**Table 14: Fields in jtapi.ini File**

| Jtapi.ini fields    | Default | Min                 | Max | Description                                                                                                      |
|---------------------|---------|---------------------|-----|------------------------------------------------------------------------------------------------------------------|
| INFORMATIONAL       | 0       | Not Applicable (NA) | NA  | This field specifies status events                                                                               |
| DEBUG               | 0       | NA                  | NA  | This field specifies highest level debugging events                                                              |
| WARNING             | 0       | NA                  | NA  | This field specifies low-level warning events                                                                    |
| JTAPI_DEBUGGING     | 0       | NA                  | NA  | This field specifies JTAPI methods and events trace                                                              |
| JTAPIIMPL_DEBUGGING | 0       | NA                  | NA  | This field specifies internal JTAPI implementation trace                                                         |
| CTI_DEBUGGING       | 0       | NA                  | NA  | This field specifies trace Cisco Unified Communications Manager events that are sent to the JTAPI implementation |
| CTIIMPL_DEBUGGING   | 0       | NA                  | NA  | This field specifies internal CTICLIENT implementation trace                                                     |
| PROTOCOL_DEBUGGING  | 0       | NA                  | NA  | This field specifies full CTI protocol decoding                                                                  |
| MISC_DEBUGGING      | 0       | NA                  | NA  | This field specifies miscellaneous low-level debug trace                                                         |

| Jtapi.ini fields               | Default | Min     | Max              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|---------|---------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DesiredServerHeartbeatInterval | 30      | >0      | Not Present (NP) | This field specifies how often, in seconds, the connection between JTAPI and the Cisco Unified Communications Manager cluster will be verified. If JTAPI fails to receive heartbeats, it will establish a connection via the second CTIManager that is specified in the provider open request.                                                                                                                                                                                                                       |
| TracePath                      | .       | NA      | NA               | This field specifies the path name to which the trace files are written. When the path is not specified, JTAPI makes the application path as the default.                                                                                                                                                                                                                                                                                                                                                            |
| FileNameExtension              | log     | NA      | NA               | This field specifies a numerical index that is appended to the file base name to indicate the order in which the files are created. For example, if you enter jtapiTrace in the File Name Base field and log in the File Name Extension field, the trace files would rotate between jtapiTrace01.log, jtapiTrace02.log, and jtapiTrace10.log. If the File Name Base and File Name Extension fields are left blank, Cisco Unified JTAPI picks the trace files names as CiscoJtapi01.log, CiscoJtapi02.log, and so on. |
| SyslogCollector                | FALSE   | NA      | NA               | This field specifies you to direct the traces to a specific path and folder in the system. No fewer than two log files and no more than 99 files can exist. Cisco Unified JTAPI rotates through the log files in numerical order, and returns to the first log file after filling the last. Log files increase in size in 1-megabyte increments.                                                                                                                                                                     |
| TraceFileSize                  | 1048576 | 1048576 | NP               | This field allows you to specify the maximum size of log files to be written.                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| UseAlarmService                | 0       | NA      | NA               | When this option is enabled, JTAPI alarms go to an alarm service that is running on the specified machine. You must specify the host name and port number if you enable this option.                                                                                                                                                                                                                                                                                                                                 |
| ProviderOpenRequestTimeout     | 200     | 10      | NP               | This field specifies the time in seconds that JTAPI will wait for a response for the Provider Open Request. The default is 10 seconds.                                                                                                                                                                                                                                                                                                                                                                               |

## Fields in the jtapi.ini File

| Jtapi.ini fields          | Default    | Min | Max | Description                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------|------------|-----|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| JtapiPostConditionTimeout | 15         | 10  | 20  | JTAPI has post conditions for events, and if the post condition is not met before a timeout, JTAPI will throw exceptions. Use this field to set the timeout value of such conditions.                                                                                                                                                                                      |
| ApplicationPriority       | 2          | NA  | NA  | This field prioritizes multiple provider open requests. Currently, JTAPI only sends a default value.                                                                                                                                                                                                                                                                       |
| SecurityTraceEnabled      | FALSE      | NA  | NA  | This field enables tracing for security-related messages.<br><br>You can enable (or disable) tracing for certificate install operations by selecting this check box and selecting the desired trace level.                                                                                                                                                                 |
| AlarmServicePort          | 1444       | NP  | NP  | This field is used for sending alarms to a different server. Users can select the alarm server host name and port on which the service is running, and JTAPI will send the alarms to the specified server and port.                                                                                                                                                        |
| AlarmServiceHostname      | null       | NA  | NA  | This field displays the alarm server host name.                                                                                                                                                                                                                                                                                                                            |
| RouteSelectTimeout        | 5000       | 0   | NP  | This field specifies the time, in milliseconds, that JTAPI waits for the application to respond to the Route event. If the application does not respond in this time, JTAPI ends the route and sends the corresponding RouteEnd event.                                                                                                                                     |
| ProviderRetryInterval     | 30         | 5   | NP  | This field specifies the time, in seconds, that JTAPI will retry opening a connection to the Cisco Unified Communications Manager cluster in case of system failure.                                                                                                                                                                                                       |
| QueueStatsEnabled         | FALSE      | NA  | NA  | This field is used by JTAPI to log the max queue depth over the specified number of messages that are queued to JTAPI main event thread. In other words, for every x messages processed, JTAPI logs a DEBUGGING level trace that reports the maximum queue depth over that interval, where x represents the number of messages that are specified in Queue Size Threshold. |
| FileNameBase              | CiscoJtapi | NA  | NA  | This field specifies a value to create the trace file name.                                                                                                                                                                                                                                                                                                                |

| Jtapi.ini fields       | Default | Min | Max  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------|---------|-----|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| PeriodicWakeupEnabled  | FALSE   | NA  | NA   | This field enables (or disables) a heartbeat in the internal message queue that JTAPI uses. If JTAPI has not received a message in the time that is defined in PeriodicWakeupInterval, it causes the thread to wake up and creates a log event.                                                                                                                                                                                                                                                                                                                                                                                                           |
| JTAPINotificationPort  | 2789    | 1   | NP   | This field specifies the Port through which the JTAPI parameter changes are communicated to JTAPI applications during runtime.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| PeriodicWakeupInterval | 50      | NP  | NP   | This field allows you to define a time of inactivity in the JTAPI internal message thread. If JTAPI does not received a message during this time, the thread wakes up and logs an event.                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| QueueSizeThreshold     | 25      | 10  | NP   | This field allows you to specify the number of messages that define the time over which JTAPI will report the maximum queue depth.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| UseSystemDotOut        | FALSE   | NA  | NA   | This field is used to display traces on the console.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| UseSameDirectory       | 1       | NA  | NA   | <p>This field allows you to specify whether the same folder name must be used for each instance of an application.</p> <p>When this option is enabled, JTAPI traces the log files to the same directory. In this case, successive instances of a JTAPI application will restart the log files, starting at index 01.</p> <p>When this option is disabled, each instance of the application, whether successive or simultaneous, will cause the trace files to be placed in a new folder sequential to the last folder that was written. Cisco Unified JTAPI detects the last folder in the trace path and automatically increments the numeric index.</p> |
| NumTraceFiles          | 10      | 2   | 1000 | This field allows you to specify the maximum number of log files to be written.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Jtapi.ini fields                                                                                                                                                                                               | Default | Min | Max | Description                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------|-----|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| UseSyslog                                                                                                                                                                                                      | FALSE   | NA  | NA  | This field, when enabled, allows the traces go to a UDP port as specified in the Collector and Port Number fields. Syslog collector service collects traces and directs them to the Cisco Operations Manager Suite server.                                                                                                                                                                                                                             |
| SecurityTraceLevel                                                                                                                                                                                             | 0       | 0   | 2   | This field specifies trace level for security messages 0 = Error, 1 = debug, 2 = detailed                                                                                                                                                                                                                                                                                                                                                              |
| UseTraceFile                                                                                                                                                                                                   | TRUE    | NA  | NA  | This field enables the writing of logs to logFile Trace Writer.                                                                                                                                                                                                                                                                                                                                                                                        |
| CMAssignedAppID                                                                                                                                                                                                | 0       | NA  | NA  | This field specifies the feature ID that is assigned to the application. Cisco Unified Communications Manager preassigns this ID.                                                                                                                                                                                                                                                                                                                      |
| CtiManagers                                                                                                                                                                                                    | null    | NA  | NA  | This field specifies the list of CTI Managers for which tracing needs to be collected.                                                                                                                                                                                                                                                                                                                                                                 |
| Directory                                                                                                                                                                                                      | .       | NA  | NA  | This field allows you to specify a folder name where the trace files will be contained.                                                                                                                                                                                                                                                                                                                                                                |
| Security Property<br>SecurityProperty = username, instanceId, authcode,<br>tftp ip address, tftp port,<br>capf ip address, capf port, certificate path,<br>security option, certificate status, fips compliant | NA      | NA  | NA  | This field specifies the users security record (username, instanceId, authcode, tftp ip address, tftp port, capf ip address, capf port, certificate path, security option, certificate status, fips compliance), that will be stored in jtapi.ini files in a comma separated string. A semicolon separates the records.<br><br>SecurityProperty = user, 123, 12345, 172.19.242.37, 3804, 172.19.242.37, 69, .\\, true, false, false; <next record>;... |
| Security Property Entries                                                                                                                                                                                      |         |     |     |                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Username                                                                                                                                                                                                       | NA      | NA  | NA  | This field automatically populates the security profile of an application user who has previously configured a User Name/Instance ID pair and clicks any of the other edit boxes.                                                                                                                                                                                                                                                                      |
| instanceId                                                                                                                                                                                                     | NA      | NA  | NA  | This field specifies the application instance identifier. If an application is connecting to CTIManager with the same user, it needs to define an Instance ID for each instance of the application to download the certificate Authorization String.                                                                                                                                                                                                   |



| Jtapi.ini fields                              | Default            | Min | Max | Description                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------|--------------------|-----|-----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| authcode                                      | NA                 | NA  | NA  | This field specifies authorization string that is configured in the Cisco Unified Communications Manager database. This can be used only once for getting certificate.                                                                                                                                                                       |
| Communications Manager TFTP IP address        | NA                 | NA  | NA  | This field specifies the TFTP Address of Cisco Unified Communications Manager (normally, the Cisco Unified Communications Manager IP Address)                                                                                                                                                                                                |
| CallManager TFTP port                         | 69                 | NP  | NP  | This field displays the default value of the CallManager TFTP port. Do not change the default value of 69 unless advised to do so by the System Administrator.                                                                                                                                                                               |
| Communications Manager CAPF IP server address | NA                 | NA  | NA  | This field specifies CAPF Server IP Address                                                                                                                                                                                                                                                                                                  |
| Communications Manager CAPF server port       | 3804               | NP  | NP  | This field displays the default value (3804) for CAPF server port. Be aware, you can configure this value in Cisco Unified Communications Manager Administration service parameters. Ensure that the value you enter through this interface should match the value configured on Cisco Unified Communications Manager Administration window. |
| Certificate path                              | JTAPI.jar location | NA  | NA  | This field specifies the location where application wants sever and client certificates to be installed. If this field is left blank, the system installs certificates in the ClassPath of JTAPI.jar                                                                                                                                         |
| Enable secure connection                      | TRUE               | NA  | NA  | This field, if set to TRUE then JTAPI will make a nonsecure connection to CTI even if certificates are updated/installed.                                                                                                                                                                                                                    |
| Certificate Update Status                     | NA                 | NA  | NA  | The JTAPI Preferences dialog box is used to configure the security profile for one or more User Name/Instance ID pairs.                                                                                                                                                                                                                      |
| FIPS Compliance                               | FALSE              | NA  | NA  | This field, if set to TRUE, will enable the use of FIPS compliant cryptography algorithms and libraries in JTAPI.                                                                                                                                                                                                                            |

## Sample jtapi.ini File with Default Values

```
#Cisco Unified JTAPI version 7.0(1.1000)-1 Release ini parameters
#Wed Sep 14 16:55:30 PDT 2008
INFORMATIONAL = 0
DesiredServerHeartbeatInterval = 30
TracePath = .
FileNameExtension = log
SyslogCollector =
TraceFileSize = 1048576
UseAlarmService = 0
ProviderOpenRequestTimeout = 200
JtapiPostConditionTimeout = 15
ApplicationPriority = 2
SecurityTraceEnabled = 0
AlarmServicePort = 1444
RouteSelectTimeout = 5000
ProviderRetryInterval = 30
QueueStatsEnabled = 0
FileNameBase = CiscoJtapi
JTAPI_DEBUGGING = 0
PeriodicWakeupEnabled = 0
CTI_DEBUGGING = 0
JTAPINotificationPort = 2789
Traces = WARNING;INFORMATIONAL;DEBUG
PeriodicWakeupInterval = 50
AlarmServiceHostname =
QueueSizeThreshold = 25
Debugging = JTAPI_DEBUGGING;JTAPIIMPL_DEBUGGING;CTI_DEBUGGING;CTIIMPL_DEBUGGING;
PROTOCOL_DEBUGGING;MISC_DEBUGGING
PROTOCOL_DEBUGGING = 0
UseSystemDotOut = 0
MISC_DEBUGGING = 0
UseSameDirectory = 1
NumTraceFiles = 10
UseSyslog = 0
DEBUG = 0
SecurityTraceLevel = 0
UseTraceFile = 1
WARNING = 0
CMAssignedAppID = 0
UseProgressAsDisconnectedDuringErrorEnabled = 0
CtiManagers = ;;;;;;;;;;
Directory =
CTIIMPL_DEBUGGING = 0
CtiRequestTimeout = 30
JTAPIIMPL_DEBUGGING = 0
SyslogCollectorUDPPort = 514
SecurityProperty = cisco, 123, 12345, A.B.C.D, 3804, A.B.C.D, 69,
/C\:/Program Files/JTAPITools/./, false, false;
```



## CHAPTER 5

# Hierarchy for All Cisco Unified JTAPI Packages

The available Cisco Unified JTAPI packages are:

- `com.cisco.jtapi.extensions` - For implementation information about the extensions, see [Cisco Unified JTAPI Extensions, on page 257](#).
- `com.cisco.services.alarm` - For implementation information about the alarm classes, see [Cisco Unified JTAPI Alarms and Services, on page 679](#).
- `com.cisco.services.tracing` - For implementation information about the tracing, see [Cisco Unified JTAPI Alarms and Services, on page 679](#).
- `com.cisco.services.tracing.implementation` - For information about the implementation of tracing, see [Cisco Unified JTAPI Alarms and Services, on page 679](#).
- [Class Hierarchy, on page 247](#)
- [Interface Hierarchy, on page 248](#)

## Class Hierarchy

```
java.lang.Object
 com.cisco.services.alarm.AlarmManager, on page 680
 com.cisco.services.tracing.BaseTraceWriter, on page 699 (implements
 com.cisco.services.tracing.TraceWriter)
 com.cisco.services.tracing.ConsoleTraceWriter, on page 703
 com.cisco.services.tracing.LogFileTraceWriter, on page 705
 com.cisco.services.tracing.OutputStreamTraceWriter, on page 711
 com.cisco.services.tracing.SyslogTraceWriter, on page 714
 com.cisco.jtapi.extensions.CiscoAddressCallInfo, on page 261
 com.cisco.jtapi.extensions.CiscoJtapiVersion, on page 269
 com.cisco.jtapi.extensions.CiscoMediaCapability, on page 270
 com.cisco.jtapi.extensions.CiscoG711MediaCapability, on page 263
 com.cisco.jtapi.extensions.CiscoG723MediaCapability, on page 264
 com.cisco.jtapi.extensions.CiscoG729MediaCapability, on page 266
 com.cisco.jtapi.extensions.CiscoGSMMediaCapability, on page 267
 com.cisco.jtapi.extensions.CiscoWideBandMediaCapability, on page 277
 com.cisco.jtapi.extensions.CiscoRTPPParams, on page 275
 com.cisco.services.alarm.DefaultAlarm, on page 684 (implements
 com.cisco.services.alarm.Alarm)
 com.cisco.services.alarm.DefaultAlarmWriter, on page 686 (implements
 com.cisco.services.alarm.AlarmWriter)
 com.cisco.services.alarm.ParameterList, on page 690
java.lang.Throwable (implements java.io.Serializable)
 java.lang.Exception
```

[com.cisco.jtapi.extensions.CiscoRegistrationException](#), on page 273  
[com.cisco.jtapi.extensions.CiscoUnregistrationException](#), on page 276  
[com.cisco.services.tracing.TraceManagerFactory](#), on page 716  
[com.cisco.services.tracing.implementation.TraceManagerImpl](#), on page 741  
 (implements [com.cisco.services.tracing.TraceManager](#))  
[com.cisco.services.tracing.implementation.TraceWriterManagerImpl](#), on page 745  
 (implements [com.cisco.services.tracing.TraceWriterManager](#))

## Interface Hierarchy

[javax.telephony.Address](#)  
[com.cisco.jtapi.extensions.Related Documentation](#), on page 297 (also extends  
[com.cisco.jtapi.extensions.CiscoObjectContainer](#), on page 482)

[com.cisco.jtapi.extensions.CiscoHuntConnection](#), on page 419  
[javax.telephony.callcenter.RouteAddress](#)  
[com.cisco.jtapi.extensions.CiscoRouteAddress](#), on page 526

[javax.telephony.AddressObserver](#)  
[com.cisco.jtapi.extensions.CiscoAddressObserver](#), on page 311

[com.cisco.services.alarm.Alarm](#), on page 692

[com.cisco.services.alarm.AlarmWriter](#), on page 697

[javax.telephony.Call](#)  
[javax.telephony.callcontrol.CallControlCall](#)  
[com.cisco.jtapi.extensions.CiscoCall](#), on page 340 (also extends  
[com.cisco.jtapi.extensions.CiscoObjectContainer](#), on page 482)  
[com.cisco.jtapi.extensions.CiscoConsultCall](#), on page 408

[com.cisco.jtapi.extensions.CiscoCallCtlTermConnHeldReversionEv](#), on page 360

[com.cisco.jtapi.extensions.CiscoConferenceChain](#), on page 379

[com.cisco.jtapi.extensions.CiscoFeatureReason](#), on page 416

[com.cisco.jtapi.extensions.CiscoJtapiException](#), on page 424

[com.cisco.jtapi.extensions.CiscoJtapiProperties](#), on page 443

[com.cisco.jtapi.extensions.CiscoLocales](#), on page 450

[com.cisco.jtapi.extensions.CiscoMediaSecurityIndicator](#), on page 461

[com.cisco.jtapi.extensions.CiscoMediaConnectionMode](#), on page 453

[com.cisco.jtapi.extensions.CiscoMediaEncryptionAlgorithmType](#), on page 454

[com.cisco.jtapi.extensions.CiscoMediaEncryptionKeyInfo](#), on page 454

[com.cisco.jtapi.extensions.CiscoMediaSecurityIndicator](#), on page 461

[com.cisco.jtapi.extensions.CiscoMonitorInitiatorInfo](#), on page 473

[com.cisco.jtapi.extensions.CiscoMonitorTargetInfo](#), on page 474

[com.cisco.jtapi.extensions.CiscoObjectContainer](#), on page 482

- [com.cisco.jtapi.extensions.Related Documentation](#), on page 297 (also extends [javax.telephony.Address](#))
- [com.cisco.jtapi.extensions.CiscoHuntConnection](#), on page 419
- [com.cisco.jtapi.extensions.CiscoCall](#), on page 340 (also extends [javax.telephony.callcontrol.CallControlCall](#))
- [com.cisco.jtapi.extensions.CiscoConsultCall](#), on page 408
- [com.cisco.jtapi.extensions.CiscoCallID](#), on page 374
- [com.cisco.jtapi.extensions.CiscoConnection](#), on page 394 (also extends [javax.telephony.callcontrol.CallControlConnection](#))
- [com.cisco.jtapi.extensions.CiscoConnectionID](#), on page 406
- [com.cisco.jtapi.extensions.CiscoConsultCall](#), on page 408
- [com.cisco.jtapi.extensions.CiscoHuntConnection](#), on page 419
- [com.cisco.jtapi.extensions.CiscoJtapiPeer](#), on page 441 (also extends [javax.telephony.JtapiPeer](#), [com.cisco.services.tracing.TraceModule](#))
- [com.cisco.jtapi.extensions.CiscoMediaTerminal](#), on page 462
- [com.cisco.jtapi.extensions.CiscoProvider](#), on page 500
- [com.cisco.jtapi.extensions.CiscoRouteTerminal](#), on page 548
- [com.cisco.jtapi.extensions.CiscoTerminal](#), on page 623 (also extends [javax.telephony.Terminal](#))
- [com.cisco.jtapi.extensions.CiscoMediaTerminal](#), on page 462
- [com.cisco.jtapi.extensions.CiscoRouteTerminal](#), on page 548
- [com.cisco.jtapi.extensions.CiscoTerminalConnection](#), on page 642 (also extends [javax.telephony.callcontrol.CallControlTerminalConnection](#))

[com.cisco.jtapi.extensions.CiscoPartyInfo](#), on page 484

[com.cisco.jtapi.extensions.CiscoProvFeatureID](#), on page 493

[com.cisco.jtapi.extensions.CiscoProviderCapabilityChangedEv](#), on page 512

```

com.cisco.jtapi.extensions.CiscoRecorderInfo, on page 517

com.cisco.jtapi.extensions.CiscoRTPBitRate, on page 558

com.cisco.jtapi.extensions.CiscoRTPInputProperties, on page 562

com.cisco.jtapi.extensions.CiscoRTPOutputProperties, on page 577

com.cisco.jtapi.extensions.CiscoRTPPayload, on page 583

com.cisco.jtapi.extensions.CiscoSynchronousObserver, on page 586

com.cisco.jtapi.extensions.CiscoTermConnPrivacyChangedEv, on page 597

com.cisco.jtapi.extensions.CiscoTermEvFilter, on page 620

com.cisco.jtapi.extensions.CiscoTerminalProtocol com.cisco.jtapi.extensions.CiscoTone
com.cisco.jtapi.extensions.CiscoUrlInfo, on page 675

javax.telephony.Connection
 javax.telephony.callcontrol.CallControlConnection
 com.cisco.jtapi.extensions.CiscoConnection, on page 394 (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)

javax.telephony.events.Ev
 javax.telephony.events.AddrEv
 com.cisco.jtapi.extensions.CiscoAddrEv, on page 312 (also extends
 com.cisco.jtapi.extensions.CiscoEv)
 com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv, on page 292
 com.cisco.jtapi.extensions.CiscoAddrInServiceEv, on page 316
 com.cisco.jtapi.extensions.CiscoAddrIntercomInfoChangedEv, on page 318
 com.cisco.jtapi.extensions.CiscoAddrIntercomInfoRestorationFailedEv, on page 319
 com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv, on page 322 (also extends
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
 com.cisco.jtapi.extensions.CiscoAddrRecordingConfigChangedEv, on page 326
 javax.telephony.callcontrol.events.CallCtlEv
 javax.telephony.callcontrol.events.CallCtlCallEv (also extends
 javax.telephony.events.CallEv)
 javax.telephony.callcontrol.events.CallCtlConnEv (also extends
 javax.telephony.events.ConnEv)
 javax.telephony.callcontrol.events.CallCtlConnOfferedEv
 com.cisco.jtapi.extensions.CiscoCallCtlConnOfferedEv, on page 358
 javax.telephony.events.CallEv
 javax.telephony.events.CallActiveEv
 com.cisco.jtapi.extensions.CiscoConsultCallActiveEv, on page 411 (also extends
 com.cisco.jtapi.extensions.CiscoCallEv)
 javax.telephony.callcontrol.events.CallCtlCallEv (also extends
 javax.telephony.callcontrol.events.CallCtlEv)

```

```

javax.telephony.callcontrol.events.CallCtlConnEv (also extends
 javax.telephony.events.ConnEv)
javax.telephony.callcontrol.events.CallCtlConnOfferedEv
 com.cisco.jtapi.extensions.CiscoCallCtlConnOfferedEv, on page 358
com.cisco.jtapi.extensions.CiscoCallEv, on page 362 (also extends
 com.cisco.jtapi.extensions.CiscoEv)
com.cisco.jtapi.extensions.CiscoCallChangedEv, on page 353
com.cisco.jtapi.extensions.CiscoCallSecurityStatusChangedEv, on page 376
com.cisco.jtapi.extensions.CiscoConferenceChainAddedEv, on page 380
com.cisco.jtapi.extensions.CiscoConferenceChainRemovedEv, on page 383
com.cisco.jtapi.extensions.CiscoConferenceEndEv, on page 386
com.cisco.jtapi.extensions.CiscoConferenceStartEv, on page 390
com.cisco.jtapi.extensions.CiscoConsultCallActiveEv, on page 411 (also extends
 javax.telephony.events.CallActiveEv)
com.cisco.jtapi.extensions.CiscoToneChangedEv, on page 665
com.cisco.jtapi.extensions.CiscoTransferEndEv, on page 668
com.cisco.jtapi.extensions.CiscoTransferStartEv, on page 671
javax.telephony.events.ConnEv
 javax.telephony.callcontrol.events.CallCtlConnEv (also extends
 javax.telephony.callcontrol.events.CallCtlCallEv)
 javax.telephony.callcontrol.events.CallCtlConnOfferedEv
 com.cisco.jtapi.extensions.CiscoCallCtlConnOfferedEv, on page 358
javax.telephony.events.TermConnEv
 com.cisco.jtapi.extensions.CiscoTermConnMonitoringEndEv, on page 590
 com.cisco.jtapi.extensions.CiscoTermConnMonitoringStartEv, on page 592
 com.cisco.jtapi.extensions.CiscoTermConnMonitorInitiatorInfoEv, on page 593
 com.cisco.jtapi.extensions.CiscoTermConnMonitorTargetInfoEv, on page 595
 com.cisco.jtapi.extensions.CiscoTermConnRecordingEndEv, on page 597
 com.cisco.jtapi.extensions.CiscoTermConnRecordingFailedEv, on page 601
 com.cisco.jtapi.extensions.CiscoTermConnRecordingStartEv, on page 599
 com.cisco.jtapi.extensions.CiscoTermConnRecordingTargetInfoEv, on page 600
 com.cisco.jtapi.extensions.CiscoTermConnSelectChangedEv, on page 602

com.cisco.jtapi.extensions.CiscoEv, on page 415
com.cisco.jtapi.extensions.CiscoAddrActivatedEv, on page 285
com.cisco.jtapi.extensions.CiscoAddrActivatedOnTerminalEv, on page 289
com.cisco.jtapi.extensions.CiscoAddrAddedToTerminalEv, on page 291
com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv, on page 292
com.cisco.jtapi.extensions.CiscoAddrCreatedEv, on page 294
com.cisco.jtapi.extensions.CiscoAddrEv, on page 312 (also extends
 javax.telephony.events.AddrEv)
com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv, on page 292
com.cisco.jtapi.extensions.CiscoAddrInServiceEv, on page 316
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoChangedEv, on page 318
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoRestorationFailedEv, on page 319
com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv, on page 322 (also extends
 com.cisco.jtapi.extensions.CiscoAddrEv,
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
com.cisco.jtapi.extensions.CiscoAddrRecordingConfigChangedEv, on page 326
com.cisco.jtapi.extensions.CiscoAddrInServiceEv, on page 316
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoChangedEv, on page 318
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoRestorationFailedEv, on page 319
com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv, on page 322 (also extends
 com.cisco.jtapi.extensions.CiscoAddrEv)
com.cisco.jtapi.extensions.CiscoAddrRecordingConfigChangedEv, on page 326
com.cisco.jtapi.extensions.CiscoAddrRemovedEv, on page 327
com.cisco.jtapi.extensions.CiscoAddrRemovedFromTerminalEv, on page 329
com.cisco.jtapi.extensions.CiscoAddrRestrictedEv, on page 331
com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv, on page 333
com.cisco.jtapi.extensions.CiscoCallChangedEv, on page 353
com.cisco.jtapi.extensions.CiscoCallEv, on page 362 (also extends
 javax.telephony.events.CallEv)
com.cisco.jtapi.extensions.CiscoCallChangedEv, on page 353

```

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com.cisco.jtapi.extensions.CiscoCallSecurityStatusChangedEv, on page 376
com.cisco.jtapi.extensions.CiscoConferenceChainAddedEv, on page 380
com.cisco.jtapi.extensions.CiscoConferenceChainRemovedEv, on page 383
com.cisco.jtapi.extensions.CiscoConferenceEndEv, on page 386
com.cisco.jtapi.extensions.CiscoConferenceStartEv, on page 390
com.cisco.jtapi.extensions.CiscoConsultCallActiveEv, on page 411 (also extends
 javax.telephony.events.CiscoCallEv)
com.cisco.jtapi.extensions.CiscoToneChangedEv, on page 665
com.cisco.jtapi.extensions.CiscoTransferEndEv, on page 668
com.cisco.jtapi.extensions.CiscoTransferStartEv, on page 671

com.cisco.jtapi.extensions.CiscoCallSecurityStatusChangedEv, on page 376

com.cisco.jtapi.extensions.CiscoConferenceChainAddedEv, on page 380

com.cisco.jtapi.extensions.CiscoConferenceChainRemovedEv, on page 383

com.cisco.jtapi.extensions.CiscoConferenceEndEv, on page 386

com.cisco.jtapi.extensions.CiscoConferenceStartEv, on page 390

com.cisco.jtapi.extensions.CiscoConsultCallActiveEv, on page 411 (also extends
 javax.telephony.events.CallActiveEv,
 com.cisco.jtapi.extensions.CiscoCallEv)

com.cisco.jtapi.extensions.CiscoMediaOpenLogicalChannelEv, on page 457

com.cisco.jtapi.extensions.CiscoOutOfServiceEv, on page 483
 com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv, on page 322 (also extends
 com.cisco.jtapi.extensions.CiscoAddrEv)
 com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv, on page 653 (also extends
 com.cisco.jtapi.extensions.CiscoTermEv)

com.cisco.jtapi.extensions.CiscoProvCallParkEv, on page 487

com.cisco.jtapi.extensions.CiscoProvFeatureEv, on page 491 (also extends
 javax.telephony.events.ProvEv)
 com.cisco.jtapi.extensions.CiscoAddrActivatedEv, on page 285
 com.cisco.jtapi.extensions.CiscoAddrActivatedOnTerminalEv, on page 289
 com.cisco.jtapi.extensions.CiscoAddrAddedToTerminalEv, on page 291
 com.cisco.jtapi.extensions.CiscoAddrCreatedEv, on page 294
 com.cisco.jtapi.extensions.CiscoAddrRemovedEv, on page 327
 com.cisco.jtapi.extensions.CiscoAddrRemovedFromTerminalEv, on page 329
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv, on page 331
 com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv, on page 333
 com.cisco.jtapi.extensions.CiscoProvCallParkEv, on page 487
 com.cisco.jtapi.extensions.CiscoProvFeatureEv, on page 491
 com.cisco.jtapi.extensions.CiscoProvCallParkEv, on page 487
 com.cisco.jtapi.extensions.CiscoRestrictedEv, on page 524
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv, on page 331

```



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com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv, on page 333
com.cisco.jtapi.extensions.CiscoTermActivatedEv, on page 587
com.cisco.jtapi.extensions.CiscoTermCreatedEv, on page 604
com.cisco.jtapi.extensions.CiscoTermRemovedEv, on page 657
com.cisco.jtapi.extensions.CiscoTermRestrictedEv, on page 659
com.cisco.jtapi.extensions.CiscoProvFeatureEv, on page 491
com.cisco.jtapi.extensions.CiscoProvCallParkEv, on page 487
com.cisco.jtapi.extensions.CiscoRestrictedEv, on page 524
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv, on page 331
 com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv, on page 333
com.cisco.jtapi.extensions.CiscoRTPInputKeyEv, on page 560
com.cisco.jtapi.extensions.CiscoRTPInputStartedEv, on page 563
com.cisco.jtapi.extensions.CiscoRTPInputStoppedEv, on page 565
com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv, on page 567
com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv, on page 571
com.cisco.jtapi.extensions.CiscoRTPOutputStoppedEv, on page 581
com.cisco.jtapi.extensions.CiscoTermActivatedEv, on page 587
com.cisco.jtapi.extensions.CiscoTermButtonPressedEv, on page 588
com.cisco.jtapi.extensions.CiscoTermCreatedEv, on page 604
com.cisco.jtapi.extensions.CiscoTermDataEv, on page 605
com.cisco.jtapi.extensions.CiscoTermDeviceStateActiveEv, on page 607
com.cisco.jtapi.extensions.CiscoTermDeviceStateAlertingEv, on page 608
com.cisco.jtapi.extensions.CiscoTermDeviceStateHeldEv, on page 610
com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv, on page 613
com.cisco.jtapi.extensions.CiscoTermDNDStatusChangedEv, on page 616
com.cisco.jtapi.extensions.CiscoTermEvFilter, on page 620 (also extends
 javax.telephony.events.TermEv)
com.cisco.jtapi.extensions.CiscoMediaOpenLogicalChannelEv, on page 457
com.cisco.jtapi.extensions.CiscoRTPInputKeyEv, on page 560
com.cisco.jtapi.extensions.CiscoRTPInputStartedEv, on page 563
com.cisco.jtapi.extensions.CiscoRTPInputStoppedEv, on page 565
com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv, on page 567
com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv, on page 571
com.cisco.jtapi.extensions.CiscoRTPOutputStoppedEv, on page 573
com.cisco.jtapi.extensions.CiscoTermButtonPressedEv, on page 588
com.cisco.jtapi.extensions.CiscoTermDataEv, on page 605
com.cisco.jtapi.extensions.CiscoTermDeviceStateActiveEv, on page 607
com.cisco.jtapi.extensions.CiscoTermDeviceStateAlertingEv, on page 608
com.cisco.jtapi.extensions.CiscoTermDeviceStateHeldEv, on page 610
com.cisco.jtapi.extensions.CiscoTermDeviceStateIdleEv, on page 612
com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv, on page 613
com.cisco.jtapi.extensions.CiscoTermDNDStatusChangedEv, on page 616
com.cisco.jtapi.extensions.CiscoTermInServiceEv, on page 650
com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv, on page 653 (also extends
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
com.cisco.jtapi.extensions.CiscoTermRegistrationFailedEv, on page 654
com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv, on page 660
com.cisco.jtapi.extensions.CiscoTermSnapshotEv, on page 662
com.cisco.jtapi.extensions.CiscoTermInServiceEv, on page 650
com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv, on page 653 (also extends
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv,
 com.cisco.jtapi.extensions.CiscoTermEv)
com.cisco.jtapi.extensions.CiscoTermRegistrationFailedEv, on page 654
com.cisco.jtapi.extensions.CiscoTermRemovedEv, on page 657
com.cisco.jtapi.extensions.CiscoTermRestrictedEv, on page 659
com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv, on page 660
com.cisco.jtapi.extensions.CiscoTermSnapshotEv, on page 662
com.cisco.jtapi.extensions.CiscoToneChangedEv, on page 665
com.cisco.jtapi.extensions.CiscoTransferEndEv, on page 668
com.cisco.jtapi.extensions.CiscoTransferStartEv, on page 671

javax.telephony.events.ProvEv
 com.cisco.jtapi.extensions.CiscoProvEv (also extends

```

```

com.cisco.jtapi.extensions.CiscoEv)
com.cisco.jtapi.extensions.CiscoAddrActivatedEv, on page 285
com.cisco.jtapi.extensions.CiscoAddrActivatedOnTerminalEv, on page 289
com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv, on page 292
com.cisco.jtapi.extensions.CiscoAddrCreatedEv, on page 294
com.cisco.jtapi.extensions.CiscoAddrRemovedEv, on page 327
com.cisco.jtapi.extensions.CiscoAddrRemovedFromTerminalEv, on page 329
com.cisco.jtapi.extensions.CiscoAddrRestrictedEv, on page 331
com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv, on page 333
com.cisco.jtapi.extensions.CiscoProvCallParkEv, on page 487
com.cisco.jtapi.extensions.CiscoProvFeatureEv, on page 491
 com.cisco.jtapi.extensions.CiscoProvCallParkEv, on page 487
com.cisco.jtapi.extensions.CiscoRestrictedEv, on page 524
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv, on page 331
 com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv, on page 333
com.cisco.jtapi.extensions.CiscoTermActivatedEv, on page 587
com.cisco.jtapi.extensions.CiscoTermCreatedEv, on page 604
com.cisco.jtapi.extensions.CiscoTermRemovedEv, on page 657
com.cisco.jtapi.extensions.CiscoTermRestrictedEv, on page 659

javax.telephony.events.TermEv
 com.cisco.jtapi.extensions.CiscoTermEv, on page 618 (also extends
 com.cisco.jtapi.extensions.CiscoEv)
 com.cisco.jtapi.extensions.CiscoMediaOpenLogicalChannelEv, on page 457
 com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv, on page 567
 com.cisco.jtapi.extensions.CiscoRTPInputStartedEv, on page 563
 com.cisco.jtapi.extensions.CiscoRTPInputStoppedEv, on page 565
 com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv, on page 567
 com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv, on page 571
 com.cisco.jtapi.extensions.CiscoRTPOutputStoppedEv, on page 573
 com.cisco.jtapi.extensions.CiscoTermButtonPressedEv, on page 588
 com.cisco.jtapi.extensions.CiscoTermDataEv, on page 605
 com.cisco.jtapi.extensions.CiscoTermDeviceStateActiveEv, on page 607
 com.cisco.jtapi.extensions.CiscoTermDeviceStateAlertingEv, on page 608
 com.cisco.jtapi.extensions.CiscoTermDeviceStateHeldEv, on page 610
 com.cisco.jtapi.extensions.CiscoTermDeviceStateIdleEv, on page 612
 com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv, on page 613
 com.cisco.jtapi.extensions.CiscoTermDNDStatusChangedEv, on page 616
 com.cisco.jtapi.extensions.CiscoTermInServiceEv, on page 650
 com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv, on page 653 (also extends
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
 com.cisco.jtapi.extensions.CiscoTermRegistrationFailedEv, on page 654
 com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv, on page 660
 com.cisco.jtapi.extensions.CiscoTermSnapshotEv, on page 662

javax.telephony.JtapiPeer
 com.cisco.jtapi.extensions.CiscoJtapiPeer, on page 441 (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer, on page 482,
 com.cisco.services.tracing.TraceModule)

javax.telephony.Provider
 com.cisco.jtapi.extensions.CiscoProvider, on page 500 (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)

javax.telephony.capabilities.ProviderCapabilities
 com.cisco.jtapi.extensions.CiscoProviderCapabilities, on page 509

```

```
javax.telephony.ProviderObserver
 com.cisco.jtapi.extensions.CiscoProviderObserver, on page 514

javax.telephony.callcenter.RouteSession
 com.cisco.jtapi.extensions.CiscoRouteSession, on page 529

javax.telephony.callcenter.events.RouteSessionEvent
 javax.telephony.callcenter.events.RouteEvent
 com.cisco.jtapi.extensions.CiscoRouteEvent, on page 527
 javax.telephony.callcenter.events.RouteUsedEvent
 com.cisco.jtapi.extensions.CiscoRouteUsedEvent, on page 557

javax.telephony.Terminal
 com.cisco.jtapi.extensions.CiscoTerminal, on page 623 (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)
 com.cisco.jtapi.extensions.CiscoMediaTerminal, on page 462
 com.cisco.jtapi.extensions.CiscoRouteTerminal, on page 548

javax.telephony.TerminalConnection
 javax.telephony.callcontrol.CallControlTerminalConnection
 com.cisco.jtapi.extensions.CiscoTerminalConnection, on page 642 (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)

javax.telephony.TerminalObserver
 com.cisco.jtapi.extensions.CiscoTerminalObserver, on page 649

com.cisco.services.tracing.Trace, on page 718
 com.cisco.services.tracing.ConditionalTrace, on page 725
 com.cisco.services.tracing.UnconditionalTrace, on page 726

com.cisco.services.tracing.TraceManager com.cisco.services.tracing.TraceModule
 com.cisco.jtapi.extensions.CiscoJtapiPeer, on page 441 (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer,
 javax.telephony.JtapiPeer)

com.cisco.services.tracing.TraceWriter, on page 732

com.cisco.services.tracing.TraceWriterManager, on page 735
```





## CHAPTER 6

# Cisco Unified JTAPI Extensions

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The Cisco Unified JTAPI extension consists of a set of classes and interfaces that expose the additional functionality not readily exposed in JTAPI 1.2 specification but are available in Cisco Unified Communications Manager. Developers can use the extensions to create new applications or modify existing extensions to create new methods.

This chapter describes the extensions (interfaces and classes) that are available for implementation in a Cisco Unified Communications Manager.

- [Class Hierarchy](#), on page 261
- [CiscoAddressCallInfo](#), on page 261
- [CiscoG711MediaCapability](#), on page 263
- [CiscoG723MediaCapability](#), on page 264
- [CiscoG729MediaCapability](#), on page 266
- [CiscoGSMMediaCapability](#), on page 267
- [CiscoJtapiVersion](#), on page 269
- [CiscoMediaCapability](#), on page 270
- [CiscoMultiMediaCapabilityInfo](#), on page 272
- [CiscoRegistrationException](#), on page 273
- [CiscoRTPParams](#), on page 275
- [CiscoUnregistrationException](#), on page 276
- [CiscoWideBandMediaCapability](#), on page 277
- [Interface Hierarchy](#), on page 279
- [CiscoAddrActivatedEv](#), on page 285
- [CiscoAddrActivatedOnTerminalEv](#), on page 289
- [CiscoAddrAddedToTerminalEv](#), on page 291
- [CiscoAddrAutoAcceptStatusChangedEv](#), on page 292
- [CiscoAddrCreatedEv](#), on page 294
- [CiscoAddrMonitorTerminatedEv](#), on page 296
- [CiscoAddress](#), on page 297
- [CiscoAddressObserver](#), on page 311
- [CiscoAddrEv](#), on page 312
- [CiscoAddrEvFilter](#), on page 313
- [CiscoAddrInServiceEv](#), on page 316
- [CiscoAddrIntercomInfoChangedEv](#), on page 318
- [CiscoAddrIntercomInfoRestorationFailedEv](#), on page 319

- [CiscoAddrPickupGroupChangedEv](#), on page 321
- [CiscoAddrOutOfServiceEv](#), on page 322
- [CiscoAddrParkStatusEv](#), on page 324
- [CiscoAddrRecordingConfigChangedEv](#), on page 326
- [CiscoAddrRemovedEv](#), on page 327
- [CiscoAddrRemovedFromTerminalEv](#), on page 329
- [CiscoAddrRestrictedEv](#), on page 331
- [CiscoAddrRestrictedOnTerminalEv](#), on page 333
- [CiscoAddrVoiceMailPilotChangedEv](#), on page 334
- [CiscoAnnouncementStartedEv](#), on page 336
- [CiscoAnnouncementEndedEv](#), on page 336
- [CiscoAnnouncementErrorEv](#), on page 337
- [CiscoBaseMediaTerminal](#), on page 337
- [CiscoCall](#), on page 340
- [CiscoCallChangedEv](#), on page 353
- [CiscoCallConsultCancelledEv](#), on page 357
- [CiscoCallCtlConnOfferedEv](#), on page 358
- [CiscoCallCtlTermConnHeldReversionEv](#), on page 360
- [CiscoCallEv](#), on page 362
- [CiscoCallFeatureCancelledEv](#), on page 373
- [CiscoCallID](#), on page 374
- [CiscoMediaCallSecurityIndicator](#), on page 375
- [CiscoCallSecurityStatusChangedEv](#), on page 376
- [CiscoConferenceChain](#), on page 379
- [CiscoConferenceChainAddedEv](#), on page 380
- [CiscoConferenceChainRemovedEv](#), on page 383
- [CiscoConferenceEndEv](#), on page 386
- [CiscoConferenceStartEv](#), on page 390
- [CiscoConnection](#), on page 394
- [CiscoConnectionID](#), on page 406
- [CiscoConnectionUniqueIDChangedEv](#), on page 407
- [CiscoConsultCall](#), on page 408
- [CiscoConsultCallActiveEv](#), on page 411
- [CiscoEv](#), on page 415
- [CiscoFeatureReason](#), on page 416
- [CiscoHuntConnection](#), on page 419
- [CiscoIntercomAddress](#), on page 419
- [CiscoIsacMediaCapability](#), on page 423
- [CiscoJtapiException](#), on page 424
- [CiscoMediaStreamStartedEv](#), on page 439
- [CiscoMediaStreamEndedEv](#), on page 440
- [CiscoJtapiPeer](#), on page 441
- [CiscoJtapiPeerImpl](#), on page 442
- [CiscoJtapiProperties](#), on page 443
- [CiscoLocales](#), on page 450
- [CiscoMasterKeyIndicator](#), on page 452

- [CiscoMediaConnectionMode](#), on page 453
- [CiscoMediaEncryptionAlgorithmType](#), on page 454
- [CiscoMediaEncryptionKeyInfo](#), on page 454
- [CiscoMediaOpenIPPortEv](#), on page 455
- [CiscoMediaOpenLogicalChannelEv](#), on page 457
- [CiscoMediaSecurityIndicator](#), on page 461
- [CiscoMediaTerminal](#), on page 462
- [CiscoMonitorInitiatorInfo](#), on page 473
- [CiscoMonitorTargetInfo](#), on page 474
- [CiscoMultiForkingRecorderInfo](#), on page 475
- [CiscoMultiMediaCapabilityInfo](#), on page 476
- [CiscoMultiMediaConnectionMode](#), on page 478
- [CiscoMultiMediaEncryptionKeyInfo](#), on page 478
- [CiscoMultiMediaProperties](#), on page 479
- [CiscoMultiMediaStreamsInfoEv](#), on page 480
- [CiscoMultiMediaType](#), on page 481
- [CiscoObjectContainer](#), on page 482
- [CiscoOutOfServiceEv](#), on page 483
- [CiscoPartyInfo](#), on page 484
- [CiscoPickupGroup](#), on page 486
- [CiscoProvCallParkEv](#), on page 487
- [CiscoProvEv](#), on page 489
- [CiscoProvFeatureEv](#), on page 491
- [CiscoProvFeatureID](#), on page 493
- [CiscoProvPickupCallAlertEv](#), on page 495
- [CiscoProvTerminalIPAddressChangedEv](#), on page 496
- [CiscoProvTerminalMultiMediaCapabilityChangedEv](#), on page 497
- [CiscoProvTerminalRegisteredEv](#), on page 498
- [CiscoProvTerminalUnRegisteredEv](#), on page 499
- [CiscoProvider](#), on page 500
- [CiscoProviderCapabilities](#), on page 509
- [CiscoProviderCapabilityChangedEv](#), on page 512
- [CiscoProviderObserver](#), on page 514
- [CiscoProvTerminalCapabilityChangedEv](#), on page 515
- [CiscoProvTerminalRemoteDestinationChangedEv](#), on page 516
- [CiscoRecorderInfo](#), on page 517
- [CiscoRemoteDestinationInfo](#), on page 519
- [CiscoRemoteTerminal](#), on page 519
- [CiscoRestrictedEv](#), on page 524
- [CiscoRouteAddress](#), on page 526
- [CiscoRouteEvent](#), on page 527
- [CiscoRouteSession](#), on page 529
- [CiscoRouteTerminal](#), on page 548
- [CiscoRouteUsedEvent](#), on page 557
- [CiscoRTPBitRate](#), on page 558
- [CiscoRTPHandle](#), on page 559

- [CiscoRTPInputKeyEv](#), on page 560
- [CiscoRTPInputProperties](#), on page 562
- [CiscoRTPInputStartedEv](#), on page 563
- [CiscoRTPInputStoppedEv](#), on page 565
- [CiscoRTPOutputKeyEv](#), on page 567
- [CiscoRTPOutputProperties](#), on page 569
- [CiscoRTPOutputStartedEv](#), on page 571
- [CiscoRTPOutputStoppedEv](#), on page 573
- [CiscoRTPOutputKeyEv](#), on page 575
- [CiscoRTPOutputProperties](#), on page 577
- [CiscoRTPOutputStartedEv](#), on page 578
- [CiscoRTPOutputStoppedEv](#), on page 581
- [CiscoRTPPayload](#), on page 583
- [CiscoRTPProperties](#), on page 584
- [CiscoSynchronousObserver](#), on page 586
- [CiscoTermActivatedEv](#), on page 587
- [CiscoTermButtonPressedEv](#), on page 588
- [CiscoTermConnMonitoringEndEv](#), on page 590
- [CiscoTermConnMonitoringStartEv](#), on page 592
- [CiscoTermConnMonitorInitiatorInfoEv](#), on page 593
- [CiscoTermConnMonitorTargetInfoEv](#), on page 595
- [CiscoTermConnPrivacyChangedEv](#), on page 597
- [CiscoTermConnRecordingEndEv](#), on page 597
- [CiscoTermConnRecordingStartEv](#), on page 599
- [CiscoTermConnRecordingTargetInfoEv](#), on page 600
- [CiscoTermConnRecordingFailedEv](#), on page 601
- [CiscoTermConnSelectChangedEv](#), on page 602
- [CiscoTermCreatedEv](#), on page 604
- [CiscoTermDataEv](#), on page 605
- [CiscoTermDeviceStateActiveEv](#), on page 607
- [CiscoTermDeviceStateAlertingEv](#), on page 608
- [CiscoTermDeviceStateHeldEv](#), on page 610
- [CiscoTermDeviceStateIdleEv](#), on page 612
- [CiscoTermDeviceStateWhisperEv](#), on page 613
- [CiscoTermDNDOptionChangedEv](#), on page 615
- [CiscoTermDNDDStatusChangedEv](#), on page 616
- [CiscoTermEv](#), on page 618
- [CiscoTermEvFilter](#), on page 620
- [CiscoTerminal](#), on page 623
- [CiscoTerminalConnection](#), on page 642
- [CiscoTerminalObserver](#), on page 649
- [CiscoTerminalProtocol](#), on page 649
- [CiscoTermInServiceEv](#), on page 650
- [CiscoTermOutOfServiceEv](#), on page 653
- [CiscoTermRegistrationFailedEv](#), on page 654
- [CiscoTermRemovedEv](#), on page 657



- [CiscoTermRestrictedEv](#), on page 659
- [CiscoTermSnapshotCompletedEv](#), on page 660
- [CiscoTermSnapshotEv](#), on page 662
- [CiscoTone](#), on page 664
- [CiscoToneChangedEv](#), on page 665
- [CiscoTransferEndEv](#), on page 668
- [CiscoTransferStartEv](#), on page 671
- [CiscoUrlInfo](#), on page 675
- [ComponentUpdater](#), on page 676
- [ProviderPickupNotificationRegistrationClosedEv](#), on page 677
- [CiscoTermHuntLogStatusChangedEv](#), on page 678

## Class Hierarchy

The following class hierarchy is contained in the `com.cisco.jtapi.extensions` package.

```

hierarchy.java.lang.Object
 com.cisco.jtapi.extensions.CiscoAddressCallInfo
 com.cisco.jtapi.extensions.CiscoJtapiVersion
 com.cisco.jtapi.extensions.CiscoMediaCapability
 com.cisco.jtapi.extensions.CiscoG711MediaCapability
 com.cisco.jtapi.extensions.CiscoG723MediaCapability
 com.cisco.jtapi.extensions.CiscoG729MediaCapability
 com.cisco.jtapi.extensions.CiscoGSMMediaCapability
 com.cisco.jtapi.extensions.CiscoWideBandMediaCapability
 com.cisco.jtapi.extensions.CiscoRTPPParams
 java.lang.Throwable (implements java.io.Serializable)
 java.lang.Exception
 com.cisco.jtapi.extensions.CiscoRegistrationException
 com.cisco.jtapi.extensions.CiscoUnregistrationException

```

## CiscoAddressCallInfo

### Class History

| Cisco Unified Communications Manager Release | Description                               |
|----------------------------------------------|-------------------------------------------|
| 7.1 (2)                                      | Added the history table to track changes. |

## Declaration

```

public class CiscoAddressCallInfo extends java.lang.Object
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoAddressCallInfo

```

## Constructors

CiscoAddressCallInfo (int inumActiveCalls, int imaxActiveCalls, int inumCallsOnHold, int imaxCallsOnHold)

CiscoAddressCallInfo (int inumActiveCalls, int imaxActiveCalls, int inumCallsOnHold, int imaxCallsOnHold, CiscoCall[] icalls)

## Fields

None

## Methods

Table 15: Methods in CiscoAddressCallInfo

| Interface   | Method              | Description                                                                                     |
|-------------|---------------------|-------------------------------------------------------------------------------------------------|
| CiscoCall[] | getCalls()          | Returns the array of Cisco calls on the CiscoAddress.                                           |
| CiscoCall[] | getTerminal()       | Returns the terminal on which the address got activated (i.e. marked unrestricted)              |
| int         | getMaxActiveCalls() | Returns the maximum number of active calls supported on the CiscoAddress, as an integer.        |
| int         | getMaxCallsOnHold() | Returns the maximum number of calls that can be put on hold on the CiscoAddress, as an integer. |
| int         | getNumActiveCalls() | Returns the number of active calls on the CiscoAddress, as an integer.                          |
| int         | getNumCallsOnHold() | Returns the number of held calls on the CiscoAddress, as an integer.                            |

## Inherited Methods

### From Class java.lang.Object

clone, equals, finalize, getClass, hashCode, notify, notifyAll, toString, wait, wait, wait

## Related Documentation

None

# CiscoG711MediaCapability

The CiscoG711MediaCapability object specifies the properties for a G.711 encoded RTP stream. Applications that support G.711 media termination use this object to specify their preferred packet size when registering a CiscoMediaTerminal. The default packet size is thirty milliseconds.

## Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1(x)                                       | Added history table to track changes. |

## Declaration

```
public class CiscoG711MediaCapability extends CiscoMediaCapability
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoMediaCapability
 com.cisco.jtapi.extensions.CiscoG711MediaCapability
```

## Constructors

Table 16: Constructors in CiscoG711MediaCapability

| Interface | Constructor                                      | Description                            |
|-----------|--------------------------------------------------|----------------------------------------|
| public    | CiscoG711MediaCapability(int rtpPacketFrameSize) | Constructs a CiscoG711MediaCapability. |
| public    | CiscoG711MediaCapability()                       | Constructs a CiscoG711MediaCapability. |

## Fields

Table 17: Fields in CiscoG711MediaCapability

| Interface               | Field                               | Description                                          |
|-------------------------|-------------------------------------|------------------------------------------------------|
| public static final int | FRAMESIZE_TWENTY_MILLISECOND_PACKET | RTP Packet Framesize: Twenty millisecond RTP packet. |
| public static final int | FRAMESIZE_THIRTY_MILLISECOND_PACKET | RTP Packet Framesize: Thirty millisecond RTP packet. |
| public static final int | FRAMESIZE_SIXTY_MILLISECOND_PACKET  | RTP Packet Framesize: Sixty millisecond RTP packet.  |

## Inherited Fields

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

G711\_64K\_30\_MILLISECONDS, G723\_6K\_30\_MILLISECONDS, G729\_30\_MILLISECONDS, GSM\_80\_MILLISECONDS, WIDEBAND\_256K\_10\_MILLISECONDS

## Methods

None

## Inherited Methods

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

getMaxFramesPerPacket, getPayloadType, isSupported, toString

### From Class `java.lang.Object`

clone, equals, finalize, getClass, hashCode, notify, notifyAll, wait, wait, wait

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoG723MediaCapability

The `CiscoG723MediaCapability` object specifies the properties for a G.723 encoded RTP stream. Applications that support G.723 media termination use this object to specify their preferred packet size and bit rate when registering a `CiscoMediaTerminal`. The default packet size is thirty milliseconds and the default bit rate is 6.4k.

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoG723MediaCapability extends CiscoMediaCapability
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoMediaCapability
 com.cisco.jtapi.extensions.CiscoG723MediaCapability
```

## Constructors

Table 18: Constructors in CiscoG723MediaCapability

| Interface | Constructor                                                       | Description                            |
|-----------|-------------------------------------------------------------------|----------------------------------------|
| public    | CiscoG723MediaCapability<br>(int rtpPacketFrameSize, int bitRate) | Constructs a CiscoG723MediaCapability. |

## Fields

Table 19: Fields in CiscoG723MediaCapability

| Interface               | Field                               | Description                                          |
|-------------------------|-------------------------------------|------------------------------------------------------|
| public static final int | FRAMESIZE_TWENTY_MILLISECOND_PACKET | RTP Packet Framesize: Twenty millisecond RTP packet. |
| public static final int | FRAMESIZE_THIRTY_MILLISECOND_PACKET | RTP Packet Framesize: Thirty millisecond RTP packet. |
| public static final int | FRAMESIZE_SIXTY_MILLISECOND_PACKET  | RTP Packet Framesize: Sixty millisecond RTP packet.  |

## Inherited Fields

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

G711\_64K\_30\_MILLISECONDS, G723\_6K\_30\_MILLISECONDS, G729\_30\_MILLISECONDS, GSM\_80\_MILLISECONDS, WIDEBAND\_256K\_10\_MILLISECONDS

## Methods

Table 20: Methods in CiscoG723MediaCapability

| Interface                  | Method       | Description                                                                                                  |
|----------------------------|--------------|--------------------------------------------------------------------------------------------------------------|
| public int                 | getBitRate() | Returns the bit rate specified by this capability object. Returns: a bit rate from the RTPBitRate interface. |
| public<br>java.lang.String | toString()   | Overwrites the Object.toString() method. Overrides: toString in class CiscoMediaCapability.                  |

## Inherited Methods

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

`getMaxFramesPerPacket`, `getPayloadType`, `isSupported`

### From Class `java.lang.Object`

`clone`, `equals`, `finalize`, `getClass`, `hashCode`, `notify`, `notifyAll`, `wait`, `wait`, `wait`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoG729MediaCapability

The `CiscoG729MediaCapability` object specifies the properties for a G.729 encoded RTP stream. Applications that support G.729 media termination use this object to specify their preferred packet size when registering a `CiscoMediaTerminal`. The default packet size is thirty milliseconds.

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoG729MediaCapability extends CiscoMediaCapability
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoMediaCapability
 com.cisco.jtapi.extensions.CiscoG729MediaCapability
```

## Constructors

Table 21: Constructors in `G729MediaCapability`

| Constructor                                                                | Description                                          |
|----------------------------------------------------------------------------|------------------------------------------------------|
| <code>CiscoG729MediaCapability(int payload, int rtpPacketFrameSize)</code> | Constructs a <code>CiscoG729MediaCapability</code> . |

## Fields

Table 22: Fields in CiscoG729MediaCapability

| Interface  | Fields                              | Description                                          |
|------------|-------------------------------------|------------------------------------------------------|
| static int | FRAMESIZE_SIXTY_MILLISECOND_PACKET  | RTP Packet Framesize: Sixty millisecond RTP packet.  |
| static int | FRAMESIZE_THIRTY_MILLISECOND_PACKET | RTP Packet Framesize: Thirty millisecond RTP packet. |
| static int | FRAMESIZE_TWENTY_MILLISECOND_PACKET | RTP Packet Framesize: Twenty millisecond RTP packet. |

## Inherited Fields

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

G711\_64K\_30\_MILLISECONDS, G723\_6K\_30\_MILLISECONDS, G729\_30\_MILLISECONDS, GSM\_80\_MILLISECONDS, WIDEBAND\_256K\_10\_MILLISECONDS

## Methods

None

## Inherited Methods

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

getMaxFramesPerPacket, getPayloadType, isSupported, toString

### From Class `java.lang.Object`

clone, equals, finalize, getClass, hashCode, notify, notifyAll, wait, wait, wait

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoGSMMediaCapability

The CiscoGSMMediaCapability object specifies the properties for a GSM encoded RTP stream. Applications that support GSM media termination use this object to specify their preferred packet size when registering a CiscoMediaTerminal. The default packet size is thirty milliseconds.

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoGSMMediaCapability extends CiscoMediaCapability
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoMediaCapability
 com.cisco.jtapi.extensions.CiscoGSMMediaCapability
```

## Constructors

Table 23: Constructors in CiscoGSMMediaCapability

| Interface | Constructor                                     | Description                           |
|-----------|-------------------------------------------------|---------------------------------------|
| public    | CiscoGSMMediaCapability()                       | Constructs a CiscoGSMMediaCapability  |
| public    | CiscoGSMMediaCapability(int rtpPacketFrameSize) | Constructs a CiscoGSMMediaCapability. |

## Fields

Table 24: Fields in CiscoGSMMediaCapability

| Interface  | Field                               | Description                                         |
|------------|-------------------------------------|-----------------------------------------------------|
| static int | FRAMESIZE_EIGHTY_MILLISECOND_PACKET | RTP Packet Framesize: Eighty millisecond RTP packet |

## Inherited Fields

### From Class com.cisco.jtapi.extensions.CiscoMediaCapability

G711\_64K\_30\_MILLISECONDS, G723\_6K\_30\_MILLISECONDS, G729\_30\_MILLISECONDS, GSM\_80\_MILLISECONDS, WIDEBAND\_256K\_10\_MILLISECONDS

## Methods

None



## Inherited Methods

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

`getMaxFramesPerPacket`, `getPayloadType`, `isSupported`, `toString`

### From Class `java.lang.Object`

`clone`, `equals`, `finalize`, `getClass`, `hashCode`, `notify`, `notifyAll`, `wait`, `wait`, `wait`

## Related Documentation

None

## CiscoJtapiVersion

This class gives the version information of the installed Cisco JTAPI. Programs can get the version number using the accessor methods. Cisco Jtapi Version is in a.b(x.y) format where “a” indicates the major version, “b” indicates the minor version, “x” indicates the revision number, and “y” indicates the build number .

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoJtapiVersion extends java.lang.Object
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoJtapiVersion
```

## Constructors

```
public CiscoJtapiVersion()None
```

## Fields

None

## Methods

Table 25: Methods in *CiscoJtapiVersion*

| Interface                  | Method                   | Description                                                                                         |
|----------------------------|--------------------------|-----------------------------------------------------------------------------------------------------|
| java.lang.String           | getBuildDescription()    | Returns “release” if it is a release version or debug if it is not a release version.               |
| int                        | getBuildNumber()         | Returns the build number of the version.                                                            |
| int                        | getExtendedBuildNumber() | Returns the extended build number of the version.                                                   |
| int                        | getMajorVersion()        | Returns the major version number.                                                                   |
| int                        | getMinorVersion()        | Returns the minor version number.                                                                   |
| int                        | getRevisionNumber()      | Returns the revision number of the version.                                                         |
| public<br>java.lang.String | getVersion()             | Returns the version information in a.b(x.y)-z format without a name.                                |
| public<br>java.lang.String | toString()               | Returns the version information in a.b(x.y)-z format. Overrides toString in class java.lang.Object. |

## Inherited Methods

### From Class java.lang.Object

clone, equals, finalize, getClass, hashCode, notify, notifyAll, wait, wait, wait

## Related Documentation

None

## CiscoMediaCapability

The CiscoMediaCapability object specifies the properties of a particular media format that an application can support for CiscoMediaTerminals that it registers. Because CiscoMediaCapability is an abstract class, applications may only construct its subclasses directly.

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoMediaCapability extends java.lang.Object
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoMediaCapability
```

## Subclasses

CiscoG711MediaCapability, CiscoG723MediaCapability, CiscoG729MediaCapability, CiscoGSMMediaCapability, CiscoWideBandMediaCapability

## Constructors

*Table 26: Constructors in CiscoMediaCapability*

| Interface | Constructor                                                   | Description                                                                                                |
|-----------|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| public    | CiscoMediaCapability(int payloadType, int maxFramesPerPacket) | Constructs a CiscoMediaCapability object for the specified payload type and packet size (in milliseconds). |

## Fields

*Table 27: Fields in CiscoMediaCapability*

| Interface | Field                         | Description                                  |
|-----------|-------------------------------|----------------------------------------------|
| static    | G711_64K_30_MILLISECONDS      | G.711 capability with default parameters.    |
| static    | G723_6K_30_MILLISECONDS       | G.723 capability with default parameters.    |
| static    | G729_30_MILLISECONDS          | G.729 capability with default parameters.    |
| static    | GSM_80_MILLISECONDS           | GSM capability with default parameters.      |
| static    | WIDEBAND_256K_10_MILLISECONDS | Wideband capability with default parameters. |

## Methods

Table 28: Methods in CiscoMediaCapability

| Interface        | Method                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int              | getMaxFramesPerPacket() | Returns the packet size (in milliseconds) that this object specifies. The maxFramesPerPacket parameter is a carryover from the H.245 protocol definition.<br><br>Cisco Unified Communications Manager does not use this field as the number of frames per RTP packet, but rather as the number of milliseconds of audio per RTP packet that the device can receive.<br><br>Third-party IP phones may use different (higher) rates even though these rates may not be exceeded to and or from Cisco Unified IP phones. |
| int              | getPayloadType()        | Returns a payload type from the RTPPayload interface that this object specifies.                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| boolean          | isSupported()           | Returns whether the payload of this object is supported or not. True if the payloadType is supported, or otherwise false                                                                                                                                                                                                                                                                                                                                                                                              |
| java.lang.String | toString()              | Overrides toString in class java.lang.Object.                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## Inherited Methods

### From Class java.lang.Object

clone, equals, finalize, getClass, hashCode, notify, notifyAll, wait, wait, wait

## Related Documentation

See CiscoG711MediaCapability, CiscoG723MediaCapability, CiscoG729MediaCapability, CiscoGSMMediaCapability, CiscoWideBandMediaCapability, CiscoRTPBitRate, and CiscoRTPPayload.

## CiscoMultiMediaCapabilityInfo

CiscoMultiMediaCapabilityInfo interface contains the multimedia capabilities of a terminal. Applications can get the video capability, number of screens, and telepresence interoperability of the terminal using this API.

## Declaration

```
public interface CiscoMultiMediaCapabilityInfo
com.cisco.jtapi.extensions.CiscoMultiMediaCapabilityInfo
```

## Fields

Table 29: Fields in *CiscoMultiMediaCapabilityInfo*

| Interface        | Field                       | Description                                                                                                                        |
|------------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| static final int | NONE                        | Indicates that the <code>CiscoMultiMediaCapabilityInfo.getVideoCapability()</code> for this terminal is NONE.                      |
| static final int | VIDEO_ENABLED               | <code>CiscoMultiMediaCapabilityInfo.getVideoCapability()</code> for this terminal is VIDEO_ENABLED.                                |
| static final int | TELEPRESENCEINTEROP_NONE    | Indicates that the <code>CiscoMultiMediaCapabilityInfo.getTelepresenceInfo()</code> for this terminal is TELEPRESENCEINTEROP_NONE. |
| static final int | TELEPRESENCEINTEROP_ENABLED | <code>CiscoMultiMediaCapabilityInfo.getTelepresenceInfo()</code> for this terminal is TELEPRESENCEINTEROP_ENABLED                  |

## Methods

Table 30: Methods in *MultiMediaCapabilityInfo*

| Interface | Method                             | Description                                                                                                                                     |
|-----------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | <code>getVideoCapability()</code>  | Returns the video capability of the Terminal. The video capability can be NONE or VIDEO_ENABLED                                                 |
| int       | <code>getTelepresenceInfo()</code> | Returns the telepresence capability of the Terminal. The telepresence capability can be TELEPRESENCEINTEROP_NONE or TELEPRESENCEINTEROP_ENABLED |
| int       | <code>getScreenCount()</code>      | Returns the number of screens present on the Terminal.                                                                                          |

## CiscoRegistrationException

The `CiscoMediaTerminal.register` method throws this exception when the registration process fails for any reason. For example, registration would fail if the Provider were OUT\_OF\_SERVICE or if the device were already registered.

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoRegistrationException extends java.lang.Exception
 java.lang.Object
 java.lang.Throwable
 java.lang.Exception
 com.cisco.jtapi.extensions.CiscoRegistrationException
```

## Implemented Interfaces

```
java.io.Serializable
```

## Constructors

*Table 31: Constructors in CiscoRegistrationException*

| Interface | Constructor                                                  | Description                                            |
|-----------|--------------------------------------------------------------|--------------------------------------------------------|
| public    | CiscoRegistrationException<br>(java.lang.String description) | Takes the description of the exception as a parameter. |

## Methods

None

## Inherited Methods

### From Class java.lang.Throwable

fillInStackTrace, getCause, getLocalizedMessage, getMessage, getStackTrace, initCause, printStackTrace, printStackTrace, printStackTrace, setStackTrace, toString

### From Class java.lang.Object

clone, equals, finalize, getClass, hashCode, notify, notifyAll, wait, wait, wait

## Related Documentation

See `CiscoMediaTerminal.register(java.net.InetAddress, int, com.cisco.jtapi.extensions.CiscoMediaCapability[])`.

# CiscoRTPParams

You can use the CiscoRTPParams class to specify a dynamic RTP address and port number for a media terminal on a per-call basis. Applications can pass this object in setRTPParams() of CiscoMediaTerminal. These parameters are only valid for a particular call.

## Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoRTPParams extends java.lang.Object
 java.lang.Object
```

## Constructors

```
CiscoRTPParams (java.net.InetAddress, rtpAddress, int rtpPort)
```

## Fields

None

## Methods

**Table 32: Methods in CiscoRTPParams**

| Interface            | Method                  | Description                                                                                            |
|----------------------|-------------------------|--------------------------------------------------------------------------------------------------------|
| java.net.InetAddress | getRTPAddress()         | Returns the Internet address for the inbound RTP stream of the associated call.                        |
| java.lang.String     | getRTPAddressHostName() | Returns the IP host name for the inbound RTP stream of the associated call.                            |
| byte[]               | getRTPByteAddress()     | Returns the Internet address in byte format for the inbound RTP stream.                                |
| int                  | getRTPPort()            | Returns the UDP port for the inbound RTP stream.                                                       |
| java.lang.String     | toString()              | Returns a String in the format "IP address/port number." Overrides toString in class java.lang.Object. |

## Inherited Methods

### From Class `java.lang.Object`

`clone`, `equals`, `finalize`, `getClass`, `hashCode`, `notify`, `notifyAll`, `wait`, `wait`, `wait`

## Related Documentation

See `CiscoTerminal` and `CiscoMediaTerminal`.

## CiscoUnregistrationException

The `CiscoMediaTerminal.unregister` method throws this exception when the unregistration process fails. For example, registration fails if the Provider is `OUT_OF_SERVICE` or the Terminal is already unregistered.

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoUnregistrationException extends java.lang.Exception
 java.lang.Object
 java.lang.Throwable
 java.lang.Exception
 com.cisco.jtapi.extensions.CiscoUnregistrationException
```

## Implemented Interfaces

`java.io.Serializable`

## Constructors

*Table 33: Constructors in `CiscoUnregistrationException`*

| Interface | Constructor                                                                              | Description |
|-----------|------------------------------------------------------------------------------------------|-------------|
| public    | <code>CiscoUnregistrationException</code><br><code>(java.lang.String description)</code> | None        |



## Fields

None

## Methods

None

## Inherited Methods

### From Class `java.lang.Throwable`

`fillInStackTrace`, `getCause`, `getLocalizedMessage`, `getMessage`, `getStackTrace`, `initCause`, `printStackTrace`, `printStackTrace`, `printStackTrace`, `setStackTrace`, `toString`

### From Class `java.lang.Object`

`clone`, `equals`, `finalize`, `getClass`, `hashCode`, `notify`, `notifyAll`, `wait`, `wait`, `wait`

## Related Documentation

See `CiscoMediaTerminal.unregister()`, `Serialized Form`.

# CiscoWideBandMediaCapability

The `CiscoWideBandMediaCapability` object specifies the properties for a wide band encoded RTP stream. Applications that support wide band media termination use this object to specify their preferred packet size when registering a `CiscoMediaTerminal`. The default packet size is ten milliseconds.

### Class History

| Cisco Unified Communications Manager Release | Description                           |
|----------------------------------------------|---------------------------------------|
| 7.1x                                         | Added history table to track changes. |

## Declaration

```
public class CiscoWideBandMediaCapability extends CiscoMediaCapability
 java.lang.Object
 com.cisco.jtapi.extensions.CiscoMediaCapability
 com.cisco.jtapi.extensions.CiscoWideBandMediaCapability
```

## Constructors

Table 34: Constructors in CiscoWideBandMediaCapability

| Interface | Constructor                                  | Description                                                                                                                                                                                                                                         |
|-----------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| public    | CiscoWideBandMediaCapability(int packetsize) | <p>Constructs a CiscoWideBandMediaCapability object with the specified packet size. The default is ten-millisecond packet size.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>packetsize—The RTP packet Framesize.</li> </ul> |

## Fields

Table 35: Fields in CiscoWideBandMedicaCapability

| Interface  | Field                            | Description                                      |
|------------|----------------------------------|--------------------------------------------------|
| static int | FRAMESIZE_TEN_MILLISECOND_PACKET | RTP Packet Framesize: Ten millisecond RTP packet |

## Inherited Fields

### From Class com.cisco.jtapi.extensions.CiscoMediaCapability

G711\_64K\_30\_MILLISECONDS, G723\_6K\_30\_MILLISECONDS, G729\_30\_MILLISECONDS, GSM\_80\_MILLISECONDS, WIDEBAND\_256K\_10\_MILLISECONDS

## Methods

None

## Inherited Methods

### From Class com.cisco.jtapi.extensions.CiscoMediaCapability

getMaxFramesPerPacket, getPayloadType, isSupported, toString

### From Class java.lang.Object

clone, equals, finalize, getClass, hashCode, notify, notifyAll, wait, wait, wait

## Related Documentation

See [Constant Field Values](#), on page 1779.

# Interface Hierarchy

The following interface hierarchy is contained in the `com.cisco.jtapi.extensions` package hierarchy.

```
javax.telephony.Address
 com.cisco.jtapi.extensions.CiscoAddress (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)
 com.cisco.jtapi.extensions.CiscoIntercomAddress
 javax.telephony.callcenter.RouteAddress
 com.cisco.jtapi.extensions.CiscoRouteAddress

javax.telephony.AddressObserver
 com.cisco.jtapi.extensions.CiscoAddressObserver

javax.telephony.Call
 javax.telephony.callcontrol.CallControlCall
 com.cisco.jtapi.extensions.CiscoCall (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)
 com.cisco.jtapi.extensions.CiscoConsultCall

com.cisco.jtapi.extensions.CiscoCallCtlTermConnHeldReversionEv

com.cisco.jtapi.extensions.CiscoConferenceChain

com.cisco.jtapi.extensions.CiscoFeatureReason

com.cisco.jtapi.extensions.CiscoJtapiException

com.cisco.jtapi.extensions.CiscoJtapiProperties

com.cisco.jtapi.extensions.CiscoLocales

com.cisco.jtapi.extensions.CiscoMediaSecurityIndicator

com.cisco.jtapi.extensions.CiscoMediaConnectionMode

com.cisco.jtapi.extensions.CiscoMediaEncryptionAlgorithmType

com.cisco.jtapi.extensions.CiscoMediaEncryptionKeyInfo

com.cisco.jtapi.extensions.CiscoMediaSecurityIndicator

com.cisco.jtapi.extensions.CiscoMonitorInitiatorInfo

com.cisco.jtapi.extensions.CiscoMonitorTargetInfo

com.cisco.jtapi.extensions.CiscoObjectContainer
 com.cisco.jtapi.extensions.CiscoAddress (also extends javax.telephony.Address)
 com.cisco.jtapi.extensions.CiscoIntercomAddress
 com.cisco.jtapi.extensions.CiscoCall (also extends
 javax.telephony.callcontrol.CallControlCall)
```

```

com.cisco.jtapi.extensions.CiscoConsultCall
com.cisco.jtapi.extensions.CiscoCallID
com.cisco.jtapi.extensions.CiscoConnection (also extends
 javax.telephony.callcontrol.CallControlConnection)
com.cisco.jtapi.extensions.CiscoConnectionID
com.cisco.jtapi.extensions.CiscoConsultCall
com.cisco.jtapi.extensions.CiscoIntercomAddress
com.cisco.jtapi.extensions.CiscoJtapiPeer (also extends javax.telephony.JtapiPeer,
 com.cisco.services.tracing.TraceModule)
com.cisco.jtapi.extensions.CiscoMediaTerminal
com.cisco.jtapi.extensions.CiscoProvider
com.cisco.jtapi.extensions.CiscoRouteTerminal
com.cisco.jtapi.extensions.CiscoTerminal (also extends javax.telephony.Terminal)
 com.cisco.jtapi.extensions.CiscoMediaTerminal
 com.cisco.jtapi.extensions.CiscoRouteTerminal
com.cisco.jtapi.extensions.CiscoTerminalConnection (also extends
 javax.telephony.callcontrol.CallControlTerminalConnection)

com.cisco.jtapi.extensions.CiscoPartyInfo

com.cisco.jtapi.extensions.CiscoProvFeatureID

com.cisco.jtapi.extensions.CiscoProviderCapabilityChangedEv

com.cisco.jtapi.extensions.CiscoRecorderInfo

com.cisco.jtapi.extensions.CiscoRTPBitRate

com.cisco.jtapi.extensions.CiscoRTPHandle

com.cisco.jtapi.extensions.CiscoRTPInputProperties

com.cisco.jtapi.extensions.CiscoRTPOutputProperties

com.cisco.jtapi.extensions.CiscoRTPPayload

com.cisco.jtapi.extensions.CiscoSynchronousObserver

com.cisco.jtapi.extensions.CiscoTermConnPrivacyChangedEv

com.cisco.jtapi.extensions.CiscoTermEvFilter

com.cisco.jtapi.extensions.CiscoTerminalProtocol

com.cisco.jtapi.extensions.CiscoTone

com.cisco.jtapi.extensions.CiscoUrlInfo

javax.telephony.Connection
 javax.telephony.callcontrol.CallControlConnection
 com.cisco.jtapi.extensions.CiscoConnection (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)

javax.telephony.events.Ev

```

```

javax.telephony.events.AddrEv
 com.cisco.jtapi.extensions.CiscoAddrEv (also extends
 com.cisco.jtapi.extensions.CiscoEv)
 com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv
 com.cisco.jtapi.extensions.CiscoAddrInServiceEv
 com.cisco.jtapi.extensions.CiscoAddrIntercomInfoChangedEv
 com.cisco.jtapi.extensions.CiscoAddrIntercomInfoRestorationFailedEv
 com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv (also extends
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
 com.cisco.jtapi.extensions.CiscoAddressRecordingConfigChangedEv
javax.telephony.callcontrol.events.CallCtlEv
 javax.telephony.callcontrol.events.CallCtlCallEv (also extends
 javax.telephony.events.CallEv)
 javax.telephony.callcontrol.events.CallCtlConnEv (also extends
 javax.telephony.events.ConnEv)
 javax.telephony.callcontrol.events.CallCtlConnOfferedEv
 com.cisco.jtapi.extensions.CiscoCallCtlConnOfferedEv
javax.telephony.events.CallEv
 javax.telephony.events.CallActiveEv
 com.cisco.jtapi.extensions.CiscoConsultCallActiveEv (also extends
 com.cisco.jtapi.extensions.CiscoCallEv)
 javax.telephony.callcontrol.events.CallCtlCallEv (also extends
 javax.telephony.callcontrol.events.CallCtlEv)
 javax.telephony.callcontrol.events.CallCtlConnEv (also extends
 javax.telephony.events.ConnEv)
 javax.telephony.callcontrol.events.CallCtlConnOfferedEv
 com.cisco.jtapi.extensions.CiscoCallCtlConnOfferedEv
 com.cisco.jtapi.extensions.CiscoCallEv (also extends
 com.cisco.jtapi.extensions.CiscoEv)
 com.cisco.jtapi.extensions.CiscoCallChangedEv
 com.cisco.jtapi.extensions.CiscoCallSecurityStatusChangedEv
 com.cisco.jtapi.extensions.CiscoConferenceChainAddedEv
 com.cisco.jtapi.extensions.CiscoConferenceChainRemovedEv
 com.cisco.jtapi.extensions.CiscoConferenceEndEv
 com.cisco.jtapi.extensions.CiscoConferenceStartEv
 com.cisco.jtapi.extensions.CiscoConsultCallActiveEv (also extends
 javax.telephony.events.CallActiveEv)
 com.cisco.jtapi.extensions.CiscoToneChangedEv
 com.cisco.jtapi.extensions.CiscoTransferEndEv
 com.cisco.jtapi.extensions.CiscoTransferStartEv
javax.telephony.events.ConnEv
 javax.telephony.callcontrol.events.CallCtlConnEv (also extends
 javax.telephony.callcontrol.events.CallCtlCallEv)
 javax.telephony.callcontrol.events.CallCtlConnOfferedEv
 com.cisco.jtapi.extensions.CiscoCallCtlConnOfferedEv
javax.telephony.events.TermConnEv
 com.cisco.jtapi.extensions.CiscoTermConnMonitoringEndEv
 com.cisco.jtapi.extensions.CiscoTermConnMonitoringStartEv
 com.cisco.jtapi.extensions.CiscoTermConnMonitorInitiatorInfoEv
 com.cisco.jtapi.extensions.CiscoTermConnMonitorTargetInfoEv
 com.cisco.jtapi.extensions.CiscoTermConnRecordingEndEv
 com.cisco.jtapi.extensions.CiscoTermConnRecordingStartEv
 com.cisco.jtapi.extensions.CiscoTermConnRecordingTargetInfoEv
 com.cisco.jtapi.extensions.CiscoTermConnSelectChangedEv

com.cisco.jtapi.extensions.CiscoEv
 com.cisco.jtapi.extensions.CiscoAddrActivatedEv
 com.cisco.jtapi.extensions.CiscoAddrActivatedOnTerminalEv
 com.cisco.jtapi.extensions.CiscoAddrAddedToTerminalEv
 com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv
 com.cisco.jtapi.extensions.CiscoAddrCreatedEv
 com.cisco.jtapi.extensions.CiscoAddrEv (also extends
 javax.telephony.events.AddrEv)
 com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv

```

```

com.cisco.jtapi.extensions.CiscoAddrInServiceEv
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoChangedEv
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoRestorationFailedEv
com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv (also extends
 com.cisco.jtapi.extensions.CiscoAddrEv,
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
com.cisco.jtapi.extensions.CiscoAddressRecordingConfigChangedEv
com.cisco.jtapi.extensions.CiscoAddrInServiceEv
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoChangedEv
com.cisco.jtapi.extensions.CiscoAddrIntercomInfoRestorationFailedEv
com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv (also extends
 com.cisco.jtapi.extensions.CiscoAddrEv)
com.cisco.jtapi.extensions.CiscoAddressRecordingConfigChangedEv
com.cisco.jtapi.extensions.CiscoAddrRemovedEv
com.cisco.jtapi.extensions.CiscoAddrRemovedFromTerminalEv
com.cisco.jtapi.extensions.CiscoAddrRestrictedEv
com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv
com.cisco.jtapi.extensions.CiscoCallChangedEv
com.cisco.jtapi.extensions.CiscoCallEv (also extends
 javax.telephony.events.CallEv)
com.cisco.jtapi.extensions.CiscoCallChangedEv
com.cisco.jtapi.extensions.CiscoCallSecurityStatusChangedEv
com.cisco.jtapi.extensions.CiscoConferenceChainAddedEv
com.cisco.jtapi.extensions.CiscoConferenceChainRemovedEv
com.cisco.jtapi.extensions.CiscoConferenceEndEv
com.cisco.jtapi.extensions.CiscoConferenceStartEv
com.cisco.jtapi.extensions.CiscoConsultCallActiveEv (also extends
 javax.telephony.events.CiscoCallEv)
com.cisco.jtapi.extensions.CiscoToneChangedEv
com.cisco.jtapi.extensions.CiscoTransferEndEv
com.cisco.jtapi.extensions.CiscoTransferStartEv

com.cisco.jtapi.extensions.CiscoCallSecurityStatusChangedEv

com.cisco.jtapi.extensions.CiscoConferenceChainAddedEv

com.cisco.jtapi.extensions.CiscoConferenceChainRemovedEv

com.cisco.jtapi.extensions.CiscoConferenceEndEv

com.cisco.jtapi.extensions.CiscoConferenceStartEv

com.cisco.jtapi.extensions.CiscoConsultCallActiveEv (also extends
 javax.telephony.events.CallActiveEv,
 com.cisco.jtapi.extensions.CiscoCallEv)

com.cisco.jtapi.extensions.CiscoMediaOpenLogicalChannelEv

com.cisco.jtapi.extensions.CiscoOutOfServiceEv
 com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv (also extends
 com.cisco.jtapi.extensions.CiscoAddrEv)
 com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv (also extends
 com.cisco.jtapi.extensions.CiscoTermEv)

com.cisco.jtapi.extensions.CiscoProvCallParkEv

com.cisco.jtapi.extensions.CiscoProvFeatureEv (also extends
 javax.telephony.events.ProvEv)

```

```

com.cisco.jtapi.extensions.CiscoAddrActivatedEv
com.cisco.jtapi.extensions.CiscoAddrActivatedOnTerminalEv
com.cisco.jtapi.extensions.CiscoAddrAddedToTerminalEv
com.cisco.jtapi.extensions.CiscoAddrCreatedEv
com.cisco.jtapi.extensions.CiscoAddrRemovedEv
com.cisco.jtapi.extensions.CiscoAddrRemovedFromTerminalEv
com.cisco.jtapi.extensions.CiscoAddrRestrictedEv
com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv
com.cisco.jtapi.extensions.CiscoProvCallParkEv
com.cisco.jtapi.extensions.CiscoProvFeatureEv
 com.cisco.jtapi.extensions.CiscoProvCallParkEv
com.cisco.jtapi.extensions.CiscoRestrictedEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv
 com.cisco.jtapi.extensions.CiscoTermActivatedEv
 com.cisco.jtapi.extensions.CiscoTermCreatedEv
 com.cisco.jtapi.extensions.CiscoTermRemovedEv
 com.cisco.jtapi.extensions.CiscoTermRestrictedEv
 com.cisco.jtapi.extensions.CiscoProvFeatureEv
 com.cisco.jtapi.extensions.CiscoProvCallParkEv
com.cisco.jtapi.extensions.CiscoRestrictedEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv
com.cisco.jtapi.extensions.CiscoRTPInputKeyEv
com.cisco.jtapi.extensions.CiscoRTPInputStartedEv
com.cisco.jtapi.extensions.CiscoRTPInputStoppedEv
com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv
com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv
com.cisco.jtapi.extensions.CiscoRTPOutputStoppedEv
com.cisco.jtapi.extensions.CiscoTermActivatedEv
com.cisco.jtapi.extensions.CiscoTermButtonPressedEv
com.cisco.jtapi.extensions.CiscoTermCreatedEv
com.cisco.jtapi.extensions.CiscoTermDataEv
com.cisco.jtapi.extensions.CiscoTermDeviceStateActiveEv
com.cisco.jtapi.extensions.CiscoTermDeviceStateAlertingEv
com.cisco.jtapi.extensions.CiscoTermDeviceStateHeldEv
com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv
com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv
com.cisco.jtapi.extensions.CiscoTermDNDStatusChangedEv
com.cisco.jtapi.extensions.CiscoTermEvFilter (also extends
 javax.telephony.events.TermEv)
 com.cisco.jtapi.extensions.CiscoMediaOpenLogicalChannelEv
 com.cisco.jtapi.extensions.CiscoRTPInputKeyEv
 com.cisco.jtapi.extensions.CiscoRTPInputStartedEv
 com.cisco.jtapi.extensions.CiscoRTPInputStoppedEv
 com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv
 com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv
 com.cisco.jtapi.extensions.CiscoRTPOutputStoppedEv
 com.cisco.jtapi.extensions.CiscoTermButtonPressedEv
 com.cisco.jtapi.extensions.CiscoTermDataEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateActiveEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateAlertingEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateHeldEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateIdleEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv
 com.cisco.jtapi.extensions.CiscoTermDNDStatusChangedEv
 com.cisco.jtapi.extensions.CiscoTermInServiceEv
 com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv (also extends
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
 com.cisco.jtapi.extensions.CiscoTermRegistrationFailedEv
 com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv
 com.cisco.jtapi.extensions.CiscoTermSnapshotEv
com.cisco.jtapi.extensions.CiscoTermInServiceEv
com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv (also extends

```

```

 com.cisco.jtapi.extensions.CiscoOutOfServiceEv,
 com.cisco.jtapi.extensions.CiscoTermEv)
com.cisco.jtapi.extensions.CiscoTermRegistrationFailedEv
com.cisco.jtapi.extensions.CiscoTermRemovedEv
com.cisco.jtapi.extensions.CiscoTermRestrictedEv
com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv
com.cisco.jtapi.extensions.CiscoTermSnapshotEv
com.cisco.jtapi.extensions.CiscoToneChangedEv
com.cisco.jtapi.extensions.CiscoTransferEndEv
com.cisco.jtapi.extensions.CiscoTransferStartEv

javax.telephony.events.ProvEv
 com.cisco.jtapi.extensions.CiscoProvEv (also extends
 com.cisco.jtapi.extensions.CiscoEv)
 com.cisco.jtapi.extensions.CiscoAddrActivatedEv
 com.cisco.jtapi.extensions.CiscoAddrActivatedOnTerminalEv
 com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv
 com.cisco.jtapi.extensions.CiscoAddrCreatedEv
 com.cisco.jtapi.extensions.CiscoAddrRemovedEv
 com.cisco.jtapi.extensions.CiscoAddrRemovedFromTerminalEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv
 com.cisco.jtapi.extensions.CiscoProvCallParkEv
 com.cisco.jtapi.extensions.CiscoProvFeatureEv
 com.cisco.jtapi.extensions.CiscoProvCallParkEv
 com.cisco.jtapi.extensions.CiscoRestrictedEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedEv
 com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv
 com.cisco.jtapi.extensions.CiscoTermActivatedEv
 com.cisco.jtapi.extensions.CiscoTermCreatedEv
 com.cisco.jtapi.extensions.CiscoTermRemovedEv
 com.cisco.jtapi.extensions.CiscoTermRestrictedEv

javax.telephony.events.TermEv
 com.cisco.jtapi.extensions.CiscoTermEv (also extends
 com.cisco.jtapi.extensions.CiscoEv)
 com.cisco.jtapi.extensions.CiscoMediaOpenLogicalChannelEv
 com.cisco.jtapi.extensions.CiscoRTPInputKeyEv
 com.cisco.jtapi.extensions.CiscoRTPInputStartedEv
 com.cisco.jtapi.extensions.CiscoRTPInputStoppedEv
 com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv
 com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv
 com.cisco.jtapi.extensions.CiscoRTPOutputStoppedEv
 com.cisco.jtapi.extensions.CiscoTermButtonPressedEv
 com.cisco.jtapi.extensions.CiscoTermDataEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateActiveEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateAlertingEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateHeldEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateIdleEv
 com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv
 com.cisco.jtapi.extensions.CiscoTermDNDStatusChangedEv
 com.cisco.jtapi.extensions.CiscoTermInServiceEv
 com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv (also extends
 com.cisco.jtapi.extensions.CiscoOutOfServiceEv)
 com.cisco.jtapi.extensions.CiscoTermRegistrationFailedEv
 com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv
 com.cisco.jtapi.extensions.CiscoTermSnapshotEv

javax.telephony.JtapiPeer
 com.cisco.jtapi.extensions.CiscoJtapiPeer (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer,
 com.cisco.services.tracing.TraceModule)

```



```

javax.telephony.Provider
 com.cisco.jtapi.extensions.CiscoProvider (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)

javax.telephony.capabilities.ProviderCapabilities
 com.cisco.jtapi.extensions.CiscoProviderCapabilities

javax.telephony.ProviderObserver
 com.cisco.jtapi.extensions.CiscoProviderObserver

javax.telephony.callcenter.RouteSession
 com.cisco.jtapi.extensions.CiscoRouteSession

javax.telephony.callcenter.events.RouteSessionEvent
 javax.telephony.callcenter.events.RouteEvent
 com.cisco.jtapi.extensions.CiscoRouteEvent
 javax.telephony.callcenter.events.RouteUsedEvent
 com.cisco.jtapi.extensions.CiscoRouteUsedEvent

javax.telephony.Terminal
 com.cisco.jtapi.extensions.CiscoTerminal (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)
 com.cisco.jtapi.extensions.CiscoMediaTerminal
 com.cisco.jtapi.extensions.CiscoRouteTerminal

javax.telephony.TerminalConnection
 javax.telephony.callcontrol.CallControlTerminalConnection
 com.cisco.jtapi.extensions.CiscoTerminalConnection (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer)

javax.telephony.TerminalObserver
 com.cisco.jtapi.extensions.CiscoTerminalObserver

com.cisco.services.tracing.TraceModule
 com.cisco.jtapi.extensions.CiscoJtapiPeer (also extends
 com.cisco.jtapi.extensions.CiscoObjectContainer,
 javax.telephony.JtapiPeer)

```

## CiscoAddrActivatedEv

If an address is controlled and the restriction status changes to active, the system sends the CiscoAddrActivatedEv event to the application. Applications see this event whenever an Address or associated Terminal is in the control list. If any observers exist on the address already, applications see CiscoAddrInServiceEv. If no observers are present, applications can try to add observers, and the address will go in service.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoAddrActivatedEv extends CiscoProvEv
```

## Fields

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 36: Methods in CiscoAddrActivatedEv

| Interface               | Method       | Description                             |
|-------------------------|--------------|-----------------------------------------|
| javax.telephony.Address | getAddress() | Returns the Address which is activated. |

## Inherited Methods

### From Interface `javax.telephony.events.ProvEv`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

## Superinterfaces

`javax.telephony.callcontrol.events.CallCtlCallEv`, `javax.telephony.callcontrol.events.CallCtlConnEv`,  
`javax.telephony.callcontrol.events.CallCtlConnOfferedEv`, `javax.telephony.callcontrol.events.CallCtlEv`,  
`javax.telephony.events.CallEv`, `javax.telephony.events.ConnEv`, `javax.telephony.events.Ev`

## Declaration

```
public interface CiscoCallCtlConnOfferedEv extends javax.telephony.callcontrol.events.CallCtlConnOfferedEv
```

## Fields

None

## Inherited Fields

### From Interface `javax.telephony.callcontrol.events.CallCtlConnOfferedEv`

None

### From Interface `javax.telephony.callcontrol.events.CallCtlEv`

`CAUSE_ALTERNATE`, `CAUSE_BUSY`, `CAUSE_CALL_BACK`, `CAUSE_CALL_NOT_ANSWERED`,  
`CAUSE_CALL_PICKUP`, `CAUSE_CONFERENCE`, `CAUSE_DO_NOT_DISTURB`, `CAUSE_PARK`,  
`CAUSE_REDIRECTED`, `CAUSE_REORDER_TONE`, `CAUSE_TRANSFER`, `CAUSE_TRUNKS_BUSY`,  
`CAUSE_UNHOLD`

### From Interface `javax.telephony.events.Ev`

`CAUSE_CALL_CANCELLED`, `CAUSE_DEST_NOT_OBTAINABLE`,  
`CAUSE_INCOMPATIBLE_DESTINATION`, `CAUSE_LOCKOUT`, `CAUSE_NETWORK_CONGESTION`,  
`CAUSE_NETWORK_NOT_OBTAINABLE`, `CAUSE_NEW_CALL`, `CAUSE_NORMAL`,  
`CAUSE_RESOURCES_NOT_AVAILABLE`, `CAUSE_SNAPSHOT`, `CAUSE_UNKNOWN`,  
`META_CALL_ADDITIONAL_PARTY`, `META_CALL_ENDING`, `META_CALL_MERGING`,

META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 37: Methods in CiscoCallCtlConnOfferedEv*

| Interface            | Method                  | Description                                                                                     |
|----------------------|-------------------------|-------------------------------------------------------------------------------------------------|
| java.net.InetAddress | getCallingPartyIpAddr() | Returns the IP address of the calling party, or 0 (or null) if the IP Address is not available. |

## Inherited Methods

**From Interface javax.telephony.callcontrol.events.CallCtlCallEv**

getCalledAddress, getCallingAddress, getCallingTerminal, getLastRedirectedAddress

**From Interface javax.telephony.callcontrol.events.CallCtlEv**

getCallControlCause

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.CallEv**

getCall

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.ConnEv**

getConnection

**From Interface javax.telephony.events.CallEv**

getCall

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

None

## CiscoAddrActivatedOnTerminalEv

The CiscoAddrActivatedOnTerminalEv event gets sent when a shared line gets activated or a Terminal which has shared line gets activated.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoAddrActivatedOnTerminalEv extends CiscoProvEv
```

## Fields

None

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 38: Methods in `CiscoAddrActivatedOnTerminalEv`*

| Interface                             | Method                     | Description                                                                         |
|---------------------------------------|----------------------------|-------------------------------------------------------------------------------------|
| <code>javax.telephony.Address</code>  | <code>getAddress()</code>  | Returns the address that is marked unrestricted on the terminal.                    |
| <code>javax.telephony.Terminal</code> | <code>getTerminal()</code> | Returns the terminal on which the address got activated (i.e. marked unrestricted). |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.ProvEv`

`getProvider`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

## CiscoAddrAddedToTerminalEv

The system sends CiscoAddrAddedToTerminalEv when:

- A user adds a Terminal into the control list that contains a shared line, the system sends this event to the application. If a user has an address in the control list, and you add a new Terminal with the same address in control list, this event gets sent.
- An Extension Mobility (EM) user logs into a Terminal with a profile that contains a shared line, this event notifies that a new Terminal has been added to an already existing address.
- A new shared line gets added to a Terminal in a user control list, the system sends this event to the application.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoAddrAddedToTerminalEv extends CiscoProvEv
```

## Fields

Table 39: Fields in CiscoAddrAddedToTerminalEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,

CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 40: Methods in CiscoAddrAddedToTerminalEv*

| Interface                | Method        | Description                                             |
|--------------------------|---------------|---------------------------------------------------------|
| javax.telephony.Address  | getAddress()  | Returns the address on which the new terminal is added. |
| javax.telephony.Terminal | getTerminal() | Returns the terminal that gets added to the Address.    |

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.ProvEv**

getProvider

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.

## CiscoAddrAutoAcceptStatusChangedEv

The system sends CiscoAddrAutoAcceptStatusChangedEv to applications whenever the AutoAccept status for the Address on the Terminal changes. If an Address has multiple Terminals, this event gets sent for the Address AutoAccept status on each individual Terminal.



### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.AddrEv, CiscoAddrEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoAddrAutoAcceptStatusChangedEv extends CiscoAddrEv
```

## Fields

*Table 41: Fields in CiscoAddrAutoAcceptStatusChangedEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUTUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_R\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 42: Methods for *CiscoAddrAutoAcceptStatusChangedEv*

| Interface     | Method                | Description                                                                                                                                               |
|---------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| int           | getAutoAcceptStatus() | Returns the AutoAccept Status of the Address on the Terminal. Returns <code>CiscoAddress.AUTOACCEPT_OFF</code> or <code>CiscoAddress.AUTOACCEPT_ON</code> |
| CiscoTerminal | getTerminal()         | Returns the Terminal at which the AutoAccept status for this address is changing.                                                                         |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.AddrEv`

`getAddress`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See `getAutoAcceptStatus` and `CiscoAddress.getAutoAcceptStatus(Terminal terminal)`.

## CiscoAddrCreatedEv

The `CiscoAddrCreatedEv` event gets sent when an Address gets added to the provider domain.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoProvEv`, `javax.telephony.events.Ev`, `javax.telephony.events.ProvEv`

## Declaration

```
public interface CiscoAddrCreatedEv extends CiscoProvEv
```

## Fields

Table 43: Fields in CiscoAddrCreatedEv

| Interface | Field               |
|-----------|---------------------|
| ID        | static final int ID |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 44: Methods in CiscoAddrCreatedEv

| Interface  | Method                               | Description                                                                                                           |
|------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| getAddress | javax.telephony.Address getAddress() | Returns the address which got added to the provider domain. Returns the address that is added to the provider domain. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.ProvEv`

`getProvider`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoAddrMonitorTerminatedEv

When a monitor session is terminated, the Supervisor who had initiated the session will be notified with this event.

### Interface History

| Cisco Unified Communications Manager Release Number | Description   |
|-----------------------------------------------------|---------------|
| 8.0(1)                                              | New interface |

## Declaration

```
public interface CiscoAddrMonitorTerminatedEv extends CiscoAddrEv
```

## Methods

*Table 45: Methods in `CiscoAddrMonitorTerminatedEv`*

| Interface | Method                                       | Description                                               |
|-----------|----------------------------------------------|-----------------------------------------------------------|
| Int       | <code>getTransactionID()</code>              | Returns the transaction ID for the session termination.   |
| Address   | <code>getMonitorTargetAddress()</code>       | Returns the target address that was being monitored.      |
| String    | <code>getMonitorTargetDevieName()</code>     | Returns the monitored device name.                        |
| Int       | <code>getMonitorTargetCalllegHandle()</code> | Returns the call leg identifier for the monitored target. |

| Interface | Method                          | Description                                                                   |
|-----------|---------------------------------|-------------------------------------------------------------------------------|
| String    | getMonitorInitiatorDeviceName() | Returns the device name for the device that initiated the monitoring session. |
| Int       | getCause()                      | Returns the reason that the monitoring session was terminated.                |

## Related Documentation

# CiscoAddress

The CiscoAddress interface extends the Address interface with additional Cisco Unified Communications Manager capabilities.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1, 2)                                           | Added voice and fax message counts for the Enhanced Message Waiting Indication (MWI) feature for supported phones only.                                                                                                                                                                                                                                                                                                                                                     |
| 7.1(3)                                              | Updated for Terminal and Address Capability settings changes.                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8.0(1)                                              | Enhanced with the following: <ul style="list-style-type: none"> <li>• New APIs getPickupGroup() to enable applications to get information about the Pickup Group the Address belongs to</li> <li>• New address type to indicate that the address represents hunt pilot.</li> <li>• New field that will represent a new kind of recording type, device-based recording.</li> </ul>                                                                                           |
| 9.0(1)                                              | A new constant, SELECTIVE_RECORDING, is added. Two constants, APPLICATION_CONTROLLED_RECORDING, and DEVICE_CONTROLLED_RECORDING, are deprecated. Applications that upgrade to Release 9.0 or later releases should use the new SELECTIVE_RECORDING constant and not the deprecated APPLICATION_CONTROLLED_RECORDING and DEVICE_CONTROLLED_RECORDING constants. In Release 9.0 or later releases Unified CM and JTAPI never return the DEVICE_CONTROLLED_RECORDING constant. |
| 10.0(1)                                             | Enhanced with the following: <ul style="list-style-type: none"> <li>• New APIs to create a persistent call and to retrieve the connection object associated to the persistent call.</li> <li>• a new API to create an announcement call in order to play announcements to the remote destinations.</li> </ul>                                                                                                                                                               |

## Superinterfaces

javax.telephony.Address, [CiscoObjectContainer](#), on page 482

## Subinterfaces

CiscoIntercomAddress

## Fields

Table 46: Fields in CiscoAddress

| Interface               | Field                            | Description                                                                                                                                                        |
|-------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Static int              | APPLICATION_CONTROLLED_RECORDING | Application controlled Recording is configured on the Address.                                                                                                     |
| Static int              | AUTO_RECORDING                   | Auto Recording is configured on the Address.                                                                                                                       |
| Static int              | AUTOANSWER_OFF                   | AutoAnswer is off.                                                                                                                                                 |
| Static int              | AUTOANSWER_UNKNOWN               | AutoAnswer status is unknown.                                                                                                                                      |
| Static int              | AUTOANSWER_WITHHEADSET           | AutoAnswer is allowed with a headset.                                                                                                                              |
| static int              | AUTOANSWER_WITHSPEAKERSET        | AutoAnswer is allowed with a speaker set.                                                                                                                          |
| public static final int | DEVICE_CONTROLLED_RECORDING      | This value will be used to specify a new recording type. This type is used when the recording profile is configured on the device, and is thus “device controlled” |
| static int              | EXTERNAL                         | This represents an external address with a valid name.                                                                                                             |
| static int              | EXTERNAL_UNKNOWN                 | This represents an external address with an unknown name.                                                                                                          |
| static int              | IN_SERVICE                       | The address is in service.                                                                                                                                         |
| static int              | INTERNAL                         | This is an internal address.                                                                                                                                       |
| static int              | MONITORING_TARGET                | This represents an address with a monitoring target or agent.                                                                                                      |
| static int              | NO_RECORDING                     | Recording is off on the Address.                                                                                                                                   |
| static int              | OUT_OF_SERVICE                   | The address is out-of-service.                                                                                                                                     |
| static int              | RINGER_DEFAULT                   | Sets the ringer status to the configured value.                                                                                                                    |
| static int              | RINGER_DISABLE                   | Disables the ringer for the address.                                                                                                                               |

| Interface  | Field               | Description                                                                                                                 |
|------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------|
| static int | RINGER_ENABLE       | Enables the ringer for the address.                                                                                         |
| static int | SELECTIVE_RECORDING | This constant is added to replace the deprecated constants APPLICATION_CONTROLLED_RECORDING and DEVICE_CONTROLLED_RECORDING |
| static int | UNKNOWN             | This represents an address with an unknown name.                                                                            |

## Methods

Table 47: Methods in CiscoAddress

| Interface            | Method                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void                 | clearCallConnections ()                                                              | Use this interface to clear any phantom calls on the address.<br><br><b>Throws</b><br>javax. telephony. PrivilegeViolationException—Use this interface to clear any phantom calls on the address.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CiscoCall            | createPersistentCall (Terminal terminal, String callerIDNumber, String callerIDName) | This interface creates a persistent call for this address and will return the call object for the newly created call. Note that CiscoProvider and the address must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. This API cannot be invoked on external addresses. Doing so will result in MethodNotSupportedException to be thrown. If while trying to allocate a globalCallId for the persistent call and an error occurs, ResourceUnavailableException will be thrown. All other errors encountered will result in PlatformException to be thrown.                                         |
|                      | startAnnouncement (Terminal terminal, String announcementID)                         | This interface creates an announcement call for this address in order to play announcements to the remote destination. It returns the call object for the newly created call. Note that CiscoProvider and the address must be in IN_SERVICE state, otherwise InvalidStateException is thrown. This API cannot be invoked on external addresses. Doing so results in MethodNotSupportedException being thrown. If while trying to allocate a globalCallId for the announcement call and an error occurs, ResourceUnavailableException is thrown. All other errors encountered results in PlatformException being thrown. |
| CiscoAddressCallInfo | getAddressCallInfo (javax. telephony. Terminal terminal)                             | Use this interface to get information about calls that are present at the Terminal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

| Interface | Method                                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| String    | getAsciiLabel (Terminal term)                           | <p>This method returns the ASCII label configured for this address on Terminal term.</p> <p>Throws <code>InvalidStateException</code>, <code>MethodNotSupportedException</code>, <code>InvalidParameterException</code>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| int       | getAutoAcceptStatus (javax.telephony.Terminal terminal) | <p>Returns the AutoAccept status of the Address on the Terminal.</p> <p><b>Throws</b></p> <p>javax.telephony.PlatformException, javax.telephony.InvalidStateException, javax.telephony.MethodNotSupportedException</p> <p>Returns the AutoAccept status of the Address on the Terminal. It may return one of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoAddress.AUTOACCEPT_OFF</li> <li>• CiscoAddress.AUTOACCEPT_ON</li> </ul> <p><b>Pre-conditions</b></p> <p>(this.getProvider()).getState() == Provider.IN_SERVICE</p> <p>(getState() == IN_SERVICE)</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• terminal - The Terminal on which the AutoAccepts</li> </ul> |



| Interface | Method                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getAutoAnswerStatus (javax.telephony.Terminal term) | <p>This interface returns the AutoAnswer status of this Address on given Terminal.</p> <p><b>Throws</b></p> <p>javax.telephony.PlatformException, javax.telephony.InvalidStateException, javax.telephony.MethodNotSupportedException</p> <p>If return value is AUTOANSWER_OFF, that means AutoAnswer is disabled. If return value is AUTOANSWER_WITHHEADSET, that means AutoAnswer is enabled with HEADSET. If return value is AUTOANSWER_WITHSPEAKERSET, that means AutoAnswer is enabled with SPEAKERSET. If return value is AUTOANSWER_UNKNOWN, that means AutoAnswer status is UNKNOWN.</p> <p><b>Pre-conditions</b></p> <p>(this.getProvider()).getState() == Provider.IN_SERVICE</p> <p>(getState() == IN_SERVICE)</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>term - Terminal at which AutoAnswer is checked</li> </ul> <p>Returns one of the following values:</p> <ul style="list-style-type: none"> <li>CiscoAddress.AUTOANSWER_OFF</li> <li>CiscoAddress.AUTOANSWER_WITHHEADSET</li> <li>CiscoAddress.AUTOANSWER_WITHSPEAKERSET</li> <li>CiscoAddress.AUTOANSWER_UNKNOWN</li> </ul> <p><b>Throws</b></p> <p>javax.telephony.InvalidStateException - The Provider or Address is not "IN_SERVICE".</p> <p>javax.telephony.PlatformException - If Address is not on Terminal term</p> <p>javax.telephony.MethodNotSupportedException - If Address is an External Address</p> |
| int       | getBusyTrigger (Terminal term)                      | <p>This method returns the busy trigger configured for this address on terminal term.</p> <p>Throws InvalidStateException, InvalidArgumentException, MethodNotSupportedException.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Interface                    | Method                                      | Description                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                          | getButtonPosition (Terminal term)           | This method returns the button position of the address on terminal term.<br><br>Throws <code>InvalidStateException</code> , <code>InvalidArgumentException</code> , <code>MethodNotSupportedException</code> .                                                                                                                                                                                            |
| javax. telephony. Terminal[] | getInServiceAddrTerminals ()                | Use this interface to find out which Shared Lines are in service. In Shared Lines, the same Address appears on different Terminals.<br><br>Returns: Terminal[]—An array of Terminals on which the Address is in service.                                                                                                                                                                                  |
| int                          | getMaxCalls (Terminal term)                 | This new method returns the maximum calls configured for an address on a terminal. This method throws <code>InvalidStateException</code> if the associated terminal is not registered to Cisco Unified Communication Manager. It throws <code>InvalidArgumentException</code> if terminal does not have this address. <code>MethodNotSupportedException</code> is be thrown if address is not in Provider |
| java. lang. String           | getPartition ()                             | It returns the partition associated with an Address.                                                                                                                                                                                                                                                                                                                                                      |
| Connection                   | getPersistentConnection (Terminal terminal) | This interface will return the connection object that is associated with the persistent call. It returns null if there is no persistent call. This API cannot be invoked on external addresses. Doing so will result in <code>MethodNotSupportedException</code> to be thrown.                                                                                                                            |
| CiscoPickupGroup             | getPickupGroup ()                           | This method returns a <code>CiscoPickupGroup</code> object that represents the Pickup Group DN and Partition that this Address belongs to.                                                                                                                                                                                                                                                                |

| Interface                  | Method                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                        | getRecordingConfig (javax.telephony.Terminal term) | <p>Returns the configured recording type on this Address.</p> <p><b>Throws</b></p> <p>javax.telephony.PlatformException, javax.telephony.InvalidStateException, javax.telephony.MethodNotSupportedException</p> <p><b>Returns</b></p> <ul style="list-style-type: none"> <li>• int—The configured recording type on this Address.</li> <li>• CiscoAddress.NO_RECORDING—The call cannot be recorded.</li> <li>• CiscoAddress.AUTO_RECORDING—Cisco Unified Communications Manager records all answered calls to/from this address.</li> <li>• CiscoAddress.APPLICATION_CONTROLLED_RECORDING—Calls get recorded only when the application initiates recording.</li> </ul> <p><b>Throws</b></p> <p>javax.telephony.InvalidStateException - The Provider or Address is not "IN_SERVICE".</p> <p>javax.telephony.PlatformException - If Address is not on Terminal term</p> <p>javax.telephony.MethodNotSupportedException - If Address is an External Address</p> |
| int                        | getRegistrationState ()                            | <p><b>Deprecated.</b></p> <p>This method has been replaced by the getState () method. Returns the state of this address can be any of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoAddress.OUT_OF_SERVICE</li> <li>• CiscoAddress.IN_SERVICE</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| javax.telephony.Terminal[] | getRestrictedAddrTerminals ()                      | <p>Returns the array of Terminals on which this Address is restricted. In shared lines, few lines on Terminals may be restricted.</p> <p>Applications cannot see any call events for restricted Addresses. If a restricted Address is involved in a call with any other controlled Terminal, the system creates a Connection for the restricted Address, but there is not any TerminalConnection for the restricted Address.</p> <p>Returns: Terminal[]—An array of Terminals on which this Address is restricted. If none is restricted, this method returns null.</p>                                                                                                                                                                                                                                                                                                                                                                                      |

| Interface | Method                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getState ()                                        | Returns the state of this address. The state may be any of the following constants: <ul style="list-style-type: none"> <li>• CiscoAddress. OUT_OF_SERVICE</li> <li>• CiscoAddress. IN_SERVICE</li> </ul>                                                                                                                                                                                                                        |
| int       | getType ()                                         | Returns the following address constants: <ul style="list-style-type: none"> <li>• CiscoAddress. INTERNAL</li> <li>• CiscoAddress. EXTERNAL</li> <li>• CiscoAddress. EXTERNAL_UNKNOWN</li> <li>• CiscoAddress. UNKNOWN</li> <li>• CiscoAddress. MONITORING_TARGET</li> <li>• CiscoAddress. HUNT_PILOT, if address is in a CiscoHuntConnection.</li> <li>• CiscoAddress. HUNT_PILOT, if address represents hunt pilot.</li> </ul> |
| String    | getUnicodeLabel (Terminal term)                    | This method returns the Unicode label configured for this address on Terminal term.<br><br>Throws <code>InvalidStateException</code> ,<br><code>MethodNotSupportedException</code> ,<br><code>InvalidParameterException</code> .                                                                                                                                                                                                |
| int       | getVoiceMailPilot ()                               | This method returns the voice mail pilot of the address.<br><br>Throws <code>InvalidStateException</code> ,<br><code>MethodNotSupportedException</code> .                                                                                                                                                                                                                                                                       |
| boolean   | isRestricted (javax. telephony. Terminal terminal) | This method returns true if this Address on Terminal is restricted. ; false if not restricted.                                                                                                                                                                                                                                                                                                                                  |

| Interface | Method                                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------|---------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setAutoAcceptStatus (int autoAcceptStatus, javax. telephony. Terminal terminal) | <p>This method lets an application enable AutoAccept for this Address on CiscoMediaTerminal and/or CiscoRouteTerminal.</p> <p>Addresses on CiscoTerminal other than CiscoMediaTerminal or CiscoRouteTerminal will always have AutoAccept on. If the Terminal passed in the parameter is not a CiscoMediaTerminal or CiscoRouteTerminal, this method throws an exception.</p> <p>For a CiscoMediaTerminal that shares an Address with CiscoTerminal, Cisco recommends enabling AutoAccept on CiscoMediaTerminal.</p> <p><b>Throws</b></p> <p>javax. telephony. PlatformException, javax. telephony. InvalidStateException, javax. telephony. MethodNotSupportedException</p> <p><b>Pre-conditions</b></p> <p>(this. getProvider ()). getState () == Provider. IN_SERVICE</p> <p>(getState () == IN_SERVICE</p> <p><b>Post-conditions</b></p> <p>Enables or Disables auto accept status</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• autoAcceptStatus - can be either CiscoAddress. AUTOACCEPT_OFF or CiscoAddress. AUTOACCEPT_ON. If autoAcceptStatus is AUTOACCEPT_ON, it will enable AutoAccept for Address on Terminal. If autoAcceptStatus is AUTOACCEPT_OFF, it will disable AutoAccept for Address on Terminal.</li> <li>• terminal - The Terminal on which AutoAccept will be enabled</li> </ul> <p><b>Throws</b></p> <p>javax. telephony. InvalidStateException - The Provider or Address is not "In_Service".</p> <p>javax. telephony. PlatformException - The Terminal does not have this Address.</p> <p>javax. telephony. MethodNotSupportedException - If the Terminal is not CiscoMediaTerminal or CiscoRouteTerminal.</p> |

| Interface | Method                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------|--------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setMessageWaiting (java. lang. String destination, boolean enable) | <p>Specifies whether the message-waiting indicator should be activated or deactivated for the Address specified by the destination. If enable is true, message-waiting gets activated if not already activated. If enable is false, message-waiting gets deactivated if not already deactivated.</p> <p><b>Throws</b></p> <p>javax. telephony. MethodNotSupportedException, javax. telephony. InvalidStateException, javax. telephony. PrivilegeViolationException</p> <p><b>Pre-conditions</b></p> <p>(this. getProvider ()). getState () == Provider. IN_SERVICE</p> <p><b>Post-conditions</b></p> <p>Enables or disables the Message Waiting Indicator depending on the enable status.</p> <p><b>Note</b> This implementation currently does not enforce the post-conditions as specified in CallControlAddress as follows: this. getMessageWaiting () == enable</p> <p>CallCtlAddrMessageWaitingEv gets delivered for this Address.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• destination - DN/Address message-waiting indicator is activated/deactivated</li> <li>• enable - True to activate message-waiting, false to deactivate</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax. telephony. MethodNotSupportedException—This method is not supported by the given implementation.</li> </ul> <p>javax. telephony. InvalidStateException</p> <p><b>Note</b> The Provider is not “in service.”</p> <p>javax. telephony. PrivilegeViolationException</p> <p><b>Note</b> The Provider user has insufficient privileges to invoke the message-waiting indicator for this destination.</p> |

| Interface | Method                       | Description                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setRingerStatus (int status) | <p>Changes the ringer status on this address.</p> <p><b>Throws</b></p> <p>javax.telephony.MethodNotSupportedException, javax.telephony.InvalidStateException, javax.telephony.InvalidArgumentException</p> <p>Accepts one of the following constants:</p> <ul style="list-style-type: none"><li>• CiscoAddress.RINGER_DEFAULT</li><li>• CiscoAddress.RINGER_DISABLE</li><li>• CiscoAddress.RINGER_ENABLE</li></ul> |

| Interface | Method                                                                                                                                                                                                                                                                                                                                                 | Description |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| void      | setMessageSummary (boolean enable, boolean voiceCounts, int totalNewVoiceMsgs, int totalOldVoiceMsgs, boolean highPriorityVoiceCounts, int newHighPriorityVoiceMsgs, int oldHighPriorityVoiceMsgs, boolean faxCounts, int totalNewFaxMsgs, int totalOldFaxMsgs, boolean highPriorityFaxCounts, int newHighPriorityFaxMsgs, int oldHighPriorityFaxMsgs) |             |



| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>Use this interface to set the message-waiting indicator along with voice/fax message waiting counts. If enable is true, message-waiting gets activated if not already activated. If enable is false, message-waiting gets deactivated if not already deactivated.</p> <p><b>Pre-conditions</b></p> <p>(this. getProvider ()). getState () == Provider.<br/>IN_SERVICE</p> <p><b>Post-conditions</b></p> <p>Enables or disables the Message Waiting Indicator and sets message waiting counts.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• enable - True to activate message-waiting, false to deactivate</li> <li>• voiceCounts - indicates if voice message counts are provided</li> <li>• totalNewVoiceMsgs - specifies the total number of new voice messages waiting</li> <li>• totalOldVoiceMsgs - specifies the total number of old voice messages waiting</li> <li>• highPriorityVoiceCounts - indicates if high priority voice message counts are provided</li> <li>• newHighPriorityVoiceMsgs - specifies the number of new high priority voice messages waiting</li> <li>• oldHighPriorityVoiceMsgs - specifies the number of old high priority voice messages waiting</li> <li>• faxCounts - indicates if fax message counts are provided</li> <li>• totalNewFaxMsgs - specifies the total number of new fax messages waiting</li> <li>• totalOldFaxMsgs - specifies the total number of old fax messages waiting</li> <li>• highPriorityFaxCounts - indicates if high priority fax message counts are provided</li> <li>• newHighPriorityFaxMsgs - specifies the number of new high priority fax messages waiting</li> <li>• oldHighPriorityFaxMsgs - specifies the number of old high priority fax messages waiting</li> </ul> <p><b>Throws</b></p> <p>javax. telephony. MethodNotSupportedException - This method is not supported by the given implementation.</p> <p>javax. telephony. InvalidStateException - The Provider is not "in service. "</p> |

| Interface | Method                                                                                                                                                                                                                                                                                                                                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                                                                                                                                                                                                                                                                                                                                        | javax. telephony. PrivilegeViolationException - The Provider user has insufficient privileges to set the message-waiting indicator or message counts for this destination.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| void      | setMessageSummary (java. lang. String destination, boolean enable, boolean voiceCounts, int totalNewVoiceMsgs, int totalOldVoiceMsgs, boolean highPriorityVoiceCounts, int newHighPriorityVoiceMsgs, int oldHighPriorityVoiceMsgs, boolean faxCounts, int totalNewFaxMsgs, int totalOldFaxMsgs, boolean highPriorityFaxCounts, int newHighPriorityFaxMsgs, int oldHighPriorityFaxMsgs) | <p>Use this interface to set the message-waiting indicator along with voice/fax message waiting counts for the Address specified by the destination</p> <p><b>Pre-conditions</b></p> <p>(this. getProvider ()). getState () == Provider.<br/>IN_SERVICE</p> <p><b>Post-conditions</b></p> <p>Enables or disables the Message Waiting Indicator and sets message waiting counts.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• destination - DN/Address whose message-waiting indicator should be activated/deactivated</li> <li>• enable - True to activate message-waiting, false to deactivate</li> <li>• voiceCounts - indicates if voice message counts are provided</li> <li>• totalNewVoiceMsgs - specifies the total number of new voice messages waiting</li> <li>• totalOldVoiceMsgs - specifies the total number of old voice messages waiting</li> <li>• highPriorityVoiceCounts - indicates if high priority voice message counts are provided</li> <li>• newHighPriorityVoiceMsgs - specifies the number of new high priority voice messages waiting</li> <li>• oldHighPriorityVoiceMsgs - specifies the number of old high priority voice messages waiting</li> <li>• faxCounts - indicates if fax message counts are provided</li> <li>• totalNewFaxMsgs - specifies the total number of new fax messages waiting</li> <li>• totalOldFaxMsgs - specifies the total number of old fax messages waiting</li> <li>• highPriorityFaxCounts - indicates if high priority fax message counts are provided</li> <li>• newHighPriorityFaxMsgs - specifies the number of new high priority fax messages waiting</li> <li>• oldHighPriorityFaxMsgs - specifies the number of old high priority fax messages waiting</li> </ul> |

## Inherited Methods

### From Interface `javax.telephony.Address`

`addCallObserver`, `addObserver`, `getAddressCapabilities`, `getCallObservers`, `getCapabilities`, `getConnections`, `getName`, `getObservers`, `getProvider`, `getTerminals`, `removeCallObserver`, `removeObserver`

### From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

`getObject`, `setObject`

## Parameters

- Terminal `terminal`: The terminal object you want to create the persistent call for.
- String `callerIDNumber`: The number you wish to show up on the remote destination's Caller ID.
- String `callerIDName`: The name you wish to show up on the remote destination's Caller ID.

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

## CiscoAddressObserver

Applications implement this interface to receive `CiscoAddrEv` events such as `CiscoAddrInServiceEv` or `CiscoAddrOutOfServiceEv` when observing Addresses via the `Address.addObserver` method.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

`javax.telephony.AddressObserver`

## Declaration

```
public interface CiscoAddressObserver extends javax.telephony.AddressObserver
```

## Fields

None

## Methods

None

## Inherited Methods

From Interface `javax.telephony.AddressObserver`

`addressChangedEvent`

## Related Documentation

See `CiscoAddrInServiceEv`, `CiscoAddrOutOfServiceEv` for more information.

## CiscoAddrEv

The `CiscoAddrEv` interface extends the JTAPI core `javax.telephony.events.AddrEv` interface and serves as the base interface for all Cisco extended JTAPI Address events. Every Address related event in this package extends this interface, directly or indirectly.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.AddrEv`, `CiscoEv`, `javax.telephony.events.Ev`

## Subinterfaces

`CiscoAddrAutoAcceptStatusChangedEv`, `CiscoAddrInServiceEv`, `CiscoAddrIntercomInfoChangedEv`, `CiscoAddrIntercomInfoRestorationFailedEv`, `CiscoAddrOutOfServiceEv`, `CiscoAddrRecordingConfigChangedEv`

## Declaration

```
public interface CiscoAddrEv extends CiscoEv, javax.telephony.events.AddrEv
```

## Fields

None

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.AddrEv`

`getAddress`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See `javax.telephony.events.AddrEv` for more information.

## CiscoAddrEvFilter

`CiscoAddrEvFilter` provided for applications to set filters for address events. The application can use the following APIs to enable/disable the filters to receive the event notifications on address or to check the value

set of the filter. Application can enable the filter, if it wishes to receive the new event (CiscoAddrParkStatusEv), for the rest of the events the filter values are true by default.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1)                                              | Added this event for Park Monitoring and Assisted DPark Support feature.                                                                                                                                                                                                                                                                                    |
| 7.1.(3)                                             | Interface is enhanced to allow application set filter on address to enable and disable CiscoAddrVoiceMailPilotChangedEv.                                                                                                                                                                                                                                    |
| 8.0(1)                                              | Enhanced with the following: <ul style="list-style-type: none"> <li>• getCiscoAddrMonitoringTerminatedEvFilter()</li> <li>• setCiscoAddrMonitoringTerminatedEvFilter()</li> </ul> By default the filter will be set to 'true' and CiscoMonitoringTerminatedEv will be delivered. To stop receiving this event applications need to set the filter to false. |

## Fields

None

## Methods

Table 48: Methods in CiscoAddrEvFilter

| Interface | Method                                               | Description                                                                                                                           |
|-----------|------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | getCiscoAddrParkStatusEvFilter ()                    | Application can invoke this API to know status of the filter for CiscoAddrParkStatusEv. Default value returned is false.              |
| boolean   | getCiscoAddrIntercomInfoChangedEvFilter ()           | Application can invoke this API to know the status of the filter for CiscoAddrIntercomInfoChangedEv. Default value is true.           |
| boolean   | getCiscoAddrIntercomInfoRestorationFailedEvFilter () | Application can invoke this API to know the status of the filter for CiscoAddrIntercomInfoRestorationFailedEv. Default value is true. |
| boolean   | getCiscoAddrMonitorTerminatedEvFilter ()             | Application can invoke this API to know the status of the filter for CiscoAddrMonitorTerminatedEv. Default value is true.             |

| Interface | Method                                                                   | Description                                                                                                                                                                                                     |
|-----------|--------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | getCiscoAddrRecordingConfigChangedEvFilter ()                            | Application can invoke this API to get the status of the filter for the CiscoAddrRecordingConfigChangedEv. The default value is true.                                                                           |
| boolean   | getCiscoAddrVoiceMailPilotChangedEvFilter ()                             | This method returns true if voice mail pilot changed event filter is turned on else false.                                                                                                                      |
| void      | setCiscoAddrIntercomInfoChangedEvFilter (boolean filter value)           | Application can invoke this API to set the status of the filter for CiscoAddrIntercomInfoChangedEv.                                                                                                             |
| void      | setCiscoAddrIntercomInfoRestorationFailedEvFilter (boolean filter value) | Application can invoke this API to set the status of the filter for CiscoAddrIntercomInfoRestorationFailedEv.                                                                                                   |
| void      | setCiscoAddrMonitorTerminatedEvFilter (Boolean filterValue)              | <b>Parameter</b><br>Boolean                                                                                                                                                                                     |
| Void      | setCiscoAddrParkStatusEvFilter (Boolean filterValue)                     | Application can invoke this API to set the status of the filter for CiscoAddrParkStatusEv.                                                                                                                      |
| void      | setCiscoAddrRecordingConfigChangedEvFilter (boolean filter value)        | Application can invoke this API to set the value of the filter for CiscoAddrRecordingConfigChangedEv.                                                                                                           |
| void      | setCiscoAddrVoiceMailPilotChangedEvFilter (boolean filterValue)          | This method enables or disables the address voice mail changed event. When this filter is turned on CiscoAddrVoiceMailPilotChangedEv is delivered to address observer when voice mail configuration is changed. |

### Sample Code

```

CiscoAddress caddr = (CiscoAddress) provider.getAddress("2000");
If (caddr != null){
 CiscoAddrEvFilter filter = caddr.getFilter();
 filter.setCiscoAddrVoiceMailPilotChangedEvFilter(true);
 caddr.addObserver(myAddrObserver);
}

try {
 JtapiPeer peer = JtapiPeerFactory.getJtapiPeer (null);
 MyProviderObserver providerObserver = new MyProviderObserver ();
 provider = peer.getProvider (ipaddress;login = useid;passwd = password);
 if (provider != null) {
 provider.addObserver (providerObserver);
 provInService.waitTrue();
 CiscoAddrEvFilter filter;
 CiscoAddress addr = provider.getAddress(S1, S1p);
 filter.setCiscoAddrMonitoringTerminatedEvFilter(false);
 addr.setFilter(filter);
 System.out.println(" Current filter value is : "+
 addr.getFilter().getCiscoAddrMonitoringTerminatedEvFilter());
 }
}

```

## Inherited Methods

None

## Parameters

The set methods take a Boolean value as the parameter.

## Value Range

The get methods return a Boolean value (true or false).

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoAddrInServiceEv

The CiscoAddrInServiceEv indicates that the Address is now IN\_SERVICE. With Shared Lines (where the same Address appears on different Terminals), applications may receive multiple CiscoAddressInService events for all the Terminals. Applications can use this interface to find out the Terminal on which the Address (or Shared Line) is going IN\_SERVICE.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.AddrEv, CiscoAddrEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoAddrInServiceEv extends CiscoAddrEv
```

## Fields

Table 49: Fields in CiscoAddrInService

| Interface  | Field |
|------------|-------|
| Static int | ID    |



## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 50: Methods in `CiscoAddrInService`*

| Interface | Method                                   | Description                                                     |
|-----------|------------------------------------------|-----------------------------------------------------------------|
|           | <code>CiscoTerminal getTerminal()</code> | Returns the Terminal at which this Address is going IN_SERVICE. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.AddrEv`

`getAddress`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Related Documentation, on page 297](#). `getInServiceAddrTerminals()` and [Constant Field Values, on page 1779](#) for more information.

# CiscoAddrIntercomInfoChangedEv

The system sends the CiscoAddrIntercomInfoChangedEv event to the application whenever the target DN or intercom target label changes for a CiscoIntercomAddress. The system provides this event to all of the application observers that have been added to the CiscoIntercomAddress.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.AddrEv, CiscoAddrEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoAddrIntercomInfoChangedEv extends CiscoAddrEv
```

## Fields

Table 51: Fields in CiscoAddrIntercomInfoChangedEv

| Interface  | Field |
|------------|-------|
| Static Int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,

META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 52: Methods in CiscoAddrIntercomInfoChangedEv

| Interface          | Method               | Description                                                     |
|--------------------|----------------------|-----------------------------------------------------------------|
| getIntercomAddress | getIntercomAddress() | Returns the intercom address for which the information changed. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.AddrEv`

getAddress

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See `CiscoAddrEv` and [Constant Field Values, on page 1779](#) for more information.

## CiscoAddrIntercomInfoRestorationFailedEv

The system sends the `CiscoAddrIntercomInfoRestorationFailedEv` event to the application when JTAPI cannot restore the application set intercom target DN or the intercom target label for the `CiscoIntercomAddress` during failover or fallback. The system provides this event on the application observer for the application that set the intercom target DN or the intercom target label.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.AddrEv, CiscoAddrEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoAddrIntercomInfoRestorationFailedEv extends CiscoAddrEv
```

## Fields

Table 53: Fields in CiscoAddrIntercomInfoRestorationFailedEv

| Interface  | Field |
|------------|-------|
| Static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 54: Methods in CiscoAddrIntercomInfoRestorationFailedEv

| Interface            | Method               | Description                                                                                         |
|----------------------|----------------------|-----------------------------------------------------------------------------------------------------|
| CiscoIntercomAddress | getIntercomAddress() | This interface returns the Cisco IntercomAddress for which intercom information restoration failed. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.AddrEv`

`getAddress`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#) and `CiscoAddrEv` for additional information.

## CiscoAddrPickupGroupChangedEv

`CiscoAddrPickupGroupChangedEv` is a new interface being added with Call Pickup feature development. This event is fired whenever a pickup group's information changes, and the line info gets updated. The line info will only be updated when the line is updated with the "apply config" button in the CUCM.

### Interface History

| Cisco Unified Communications Manager Release Number | Description   |
|-----------------------------------------------------|---------------|
| 8.0(1)                                              | New interface |

## Declaration

```
public interface CiscoAddrPickupGroupChangedEv extends CiscoProvEv
```

## Methods

*Table 55: Methods in `CiscoAddrPickupGroupChangedEv`*

| Interface                     | Method                           | Description                                                                                                |
|-------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------|
| <code>CiscoPickupGroup</code> | <code>getOldPickupGroup()</code> | This method returns the old Pickup Group information for this event.                                       |
| <code>CiscoPickupGroup</code> | <code>getNewPickupGroup()</code> | This method returns the new Pickup Group information for this event, what the pickup group has changed to. |

## New Error Code

CTIERR\_PICKUPGROUP\_CHANGED

CTIERR\_PICKUPGROUP\_DELETED

## CiscoAddrOutOfServiceEv

The CiscoAddrOutOfServiceEv event notifies applications that an Address has gone OUT\_OF\_SERVICE. With Shared Lines (where the same Address appears on different Terminals), applications may receive multiple CiscoAddrOutOfServiceEv events for all the Terminals. Applications can use this interface to find out the Terminal on which the Address (or Shared Line) is going OUT\_OF\_SERVICE.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.AddrEv, CiscoAddrEv, CiscoEv, CiscoOutOfServiceEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoAddrOutOfServiceEv extends CiscoAddrEv, CiscoOutOfServiceEv
```

## Fields

Table 56: Fields in CiscoAddrOutOfServiceEv

| Interface  | Field |
|------------|-------|
| Static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface com.cisco.jtapi.extensions.CiscoOutOfServiceEv**

CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_DEVICE\_FAILURE,  
 CAUSE\_DEVICE\_RESTRICTED, CAUSE\_DEVICE\_UNREGISTERED, CAUSE\_LINE\_RESTRICTED,  
 CAUSE\_NOCALLMANAGER\_AVAILABLE, CAUSE\_REHOME\_TO\_HIGHER\_PRIORITY\_CM,  
 CAUSE\_REHOMING\_FAILURE

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 57: Methods in CiscoAddrOutOfServiceEv*

| Interface     | Method        | Description                                                         |
|---------------|---------------|---------------------------------------------------------------------|
| CiscoTerminal | getTerminal() | Returns the Terminal at which this Address is going OUT_OF_SERVICE. |

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.AddrEv**

getAddress

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values, on page 1779](#) and [Related Documentation, on page 297](#).getInServiceAddrTerminals() for more information.

## CiscoAddrParkStatusEv

When parking a call using the Cisco Unified IP Phone, JTAPI reports park states by using this event. It is provided to all the applications, which have address observers added on the address, which has invoked park. This event gets delivered only when park gets invoked from Cisco Unified IP Phones.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                     |
|-----------------------------------------------------|-----------------------------------------------------------------|
| 7.1(1 and 2)                                        | Added interface for Park Monitoring and Assisted DPark feature. |

## Declaration

```
public interface CiscoAddrParkStatusEv extends CiscoAddrEv
```

## Fields

Table 58: Fields in CiscoAddrParkStatusEv

| Interface  | Field     | Description                                                                                                |
|------------|-----------|------------------------------------------------------------------------------------------------------------|
| static int | PARKED    | Park status when the call is parked.                                                                       |
| static int | REMINDER  | Park status when the park monitoring reversion timer expires.                                              |
| static int | RETRIEVED | Park status when the parked call is retrieved by the parker or a third party.                              |
| static int | FORWARDED | Park status when the parked call is forwarded when the park monitoring forward- no-retrieve timer expires. |
| static int | ABANDONED | Park status when the parked call is disconnected.                                                          |



## Inherited Fields

None

## Methods

**Table 59: Methods in CiscoAddrParkStatusEv**

| Interface   | Method                    | Description                                                                                                                                             |
|-------------|---------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| int         | getParkState()            | Returns the current park state of the parked call.                                                                                                      |
| int         | getTransactionID()        | Returns an id which is unique for a particular parked call. Transaction ID would remain the same in the different park states for the same parked call. |
| CiscoCallID | getCiscoCallID()          | Returns CiscoCallID.                                                                                                                                    |
| String      | getParkDN()               | Returns the DN where call is parked.                                                                                                                    |
| String      | getParkDNPartition()      | Returns the partition of the Park DN.                                                                                                                   |
| String      | getParkedParty()          | Returns the DN of the parked party.                                                                                                                     |
| String      | getParkedPartyPartition() | Returns the partition of the Parked party.                                                                                                              |
| Terminal    | getTerminal()             | Returns the terminal on whose address this event is delivered.                                                                                          |

## Value Ranges

The following are values of fields:

- PARKED: 2
- REMINDER: 3
- RETRIEVED: 4
- ABANDONED: 5
- FORWARDED: 6

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

# CiscoAddrRecordingConfigChangedEv

The system delivers the CiscoAddrRecordingConfigChangedEv event to the Address Observer if the recording setting on the Address changes.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.AddrEv, CiscoAddrEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoAddrRecordingConfigChangedEv extends CiscoAddrEv
```

## Fields

Table 60: Fields in CiscoAddrRecordingConfigChangedEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,

META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 61: Methods in CiscoAddrRecordingConfigChangedEv*

| Interface                | Method               | Description                                                                                                                                                                                                                                                               |
|--------------------------|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Int                      | getRecordingConfig() | Returns the new recording configuration on this Address. The value is one of the following: <ul style="list-style-type: none"> <li>• CiscoAddress.NO_RECORDING</li> <li>• CiscoAddress.AUTO_RECORDING</li> <li>• CiscoAddress.APPLICATION_CONTROLLED_RECORDING</li> </ul> |
| javax.telephony.Terminal | getTerminal()        | Returns the Terminal on which the recording configuration changed.                                                                                                                                                                                                        |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.AddrEv

getAddress

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values, on page 1779](#) and CiscoAddrEv for more information.

## CiscoAddrRemovedEv

JTAPI sends the CiscoAddrRemovedEv event when an Address gets removed from the Provider domain.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoAddrRemovedEv extends CiscoProvEv
```

## Fields

Table 62: Fields in CiscoAddrRemovedEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 63: Methods in CiscoAddrRemovedEv

| Field                   | Method       | Description                                                                                                           |
|-------------------------|--------------|-----------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Address | getAddress() | Returns the Address that is removed from provider domain and the address which is removed from the user control list. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.ProvEv`

`getProvider`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.

## CiscoAddrRemovedFromTerminalEv

The system sends the `CiscoAddrRemovedFromTerminalEv` event under the following conditions:

- When an Administrator removes a Terminal from the user control list that contains a Shared Line.
- When an Extension Mobility (EM) user logs out from a Terminal with a profile that contains a Shared Line, this event notifies that one of the Terminals got removed from an existing Address.
- When a Shared Line is removed from a Terminal that is in a user control list.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoProvEv`, `javax.telephony.events.Ev`, `javax.telephony.events.ProvEv`

## Declaration

```
public interface CiscoAddrRemovedFromTerminalEv extends CiscoProvEv
```

## Fields

Table 64: Fields in CiscoAddrRemovedFromTerminalEv

| Interface  | Field |
|------------|-------|
| Static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 65: Methods in CiscoAddrRemovedFromTerminalEv

| Interface                | Method        | Description                                              |
|--------------------------|---------------|----------------------------------------------------------|
| javax.telephony.Address  | getAddress()  | Returns the Address from which the Terminal got removed. |
| javax.telephony.Terminal | getTerminal() | Returns the Terminal that got removed from the Address.  |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface `javax.telephony.events.ProvEv`**

`getProvider`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See also [Constant Field Values](#), on page 1779 for more information.

## CiscoAddrRestrictedEv

If an Address is observed and the restriction status is changed to restricted, the system sends this event to the application.

Applications will see this event whenever an Address or an associated Terminal is Restricted from Cisco Unified Communications Manager Administration. For restricted lines, the Address will go `OUT_OF_SERVICE` and will not come back `IN_SERVICE` until it is activated again. If an Address is restricted, `addCallObserver` and `addObserver` will throw an exception.

For shared lines, if a few shared lines are restricted, and others are not, the system does not throw an exception but the restricted shared lines will not receive any events. If all shared lines are restricted, an exception is thrown when application try adding observers. If an Address gets restricted after observers are added, applications will see `CiscoAddrOutOfServiceEv`, and when the Address is activated, the Address will go `IN_SERVICE`.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoProvEv`, `CiscoRestrictedEv`, `javax.telephony.events.Ev`, `javax.telephony.events.ProvEv`

## Declaration

```
public interface CiscoAddrRestrictedEv extends CiscoRestrictedEv
```

## Fields

None

## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoRestrictedEv`

CAUSE\_UNKNOWN, CAUSE\_UNSUPPORTED\_DEVICE\_CONFIGURATION,  
CAUSE\_UNSUPPORTED\_PROTOCOL, CAUSE\_USER\_RESTRICTED

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, META\_CALL\_ADDITIONAL\_PARTY,  
META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS,  
META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING,  
META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, META\_CALL\_ADDITIONAL\_PARTY,  
META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS,  
META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING,  
META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 66: Methods in `CiscoAddrRestrictedEv`

| Interface                            | Method                    | Description                                                                                 |
|--------------------------------------|---------------------------|---------------------------------------------------------------------------------------------|
| <code>javax.telephony.Address</code> | <code>getAddress()</code> | Returns the Address which is changed to Restricted on Cisco Unified Communications Manager. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.ProvEv`

`getProvider`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`



## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

## CiscoAddrRestrictedOnTerminalEv

If the user has Shared lines in the control list, and one of those lines is marked restricted on Cisco Unified Communications Manager, the system sends this event.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, CiscoRestrictedEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoAddrRestrictedOnTerminalEv extends CiscoRestrictedEv
```

## Fields

*Table 67: Fields in CiscoAddrRestrictedOnTerminalEv*

| Interface  | Field |
|------------|-------|
| Static int | ID    |

## Inherited Fields

### From Interface com.cisco.jtapi.extensions.CiscoRestrictedEv

CAUSE\_UNKNOWN, CAUSE\_UNSUPPORTED\_DEVICE\_CONFIGURATION, CAUSE\_UNSUPPORTED\_PROTOCOL, CAUSE\_USER\_RESTRICTED

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS,

META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 68: Methods in CiscoAddrRestrictedOnTerminalEv*

| Interface                | Method        | Description                                              |
|--------------------------|---------------|----------------------------------------------------------|
| javax.telephony.Address  | getAddress()  | Returns the Address that is restricted.                  |
| javax.telephony.Terminal | getTerminal() | Returns the Terminal on which the Address is restricted. |

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.ProvEv**

getProvider

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.

## CiscoAddrVoiceMailPilotChangedEv

This event indicates that the voice mail pilot configuration on address is changed and is delivered to address observer. Application needs to enable the corresponding filter in CiscoAddrEvFilter to receive this event.

### Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 7.1(3)                                              | New interface. |

### Sample Code:

```
class myAddrObserver extends CiscoAddressObserver {
 public synchronized void addressChangedEvent (AddrEv [] eventList) {
 if (eventList[i] instanceof CiscoAddrVoiceMailPilotChangedEv){
 CiscoAddrVoiceMailPilotChangedEv ev = (CiscoAddrVoiceMailPilotChangedEv)
 eventList[i];
 Address cAddr = ev.getAddress();
 String newVoiceMailPilot = ev.getVoiceMailPilot();
 System.out.println(" New voice mail pilot for " +
 ev.getAddress() + " is " + newVoiceMailPilot);
 }
 }
}
```

## Superinterfaces

NA

## Declaration

NA

## Fields

Table 69: Fields in CiscoAddrVoiceMailPilotChangedEv

| Interface | Field |
|-----------|-------|
|-----------|-------|

## Inherited Fields

## Methods

Table 70: Methods in CiscoAddrVoiceMailPilotChangedEv

| Interface | Method              | Description                                                  |
|-----------|---------------------|--------------------------------------------------------------|
| String    | getVoiceMailPilot() | This method returns the new voice mail pilot of the address. |

## Inherited Methods

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

# CiscoAnnouncementStartedEv

CiscoAnnouncementStartedEv is a new JTAPI event that is delivered to applications as a Call Event. This new event is delivered to call observers added by applications to notify when a play announcement starts.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                            |
|-----------------------------------------------------|----------------------------------------|
| 10.01                                               | Created history table to track changes |

## Declaration

Public interface CiscoAnnouncementStartedEv extends CiscoCallEv.

## Methods

| Interface | Method               | Description                                                     |
|-----------|----------------------|-----------------------------------------------------------------|
| String    | getAnnouncementID () | This interface returns the name of the announcement identifier. |

# CiscoAnnouncementEndedEv

CiscoAnnouncementEndedEv is a new JTAPI event that is delivered to applications as a Call Event. This new event is delivered to call observers added by applications to notify when play announcement ends.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                            |
|-----------------------------------------------------|----------------------------------------|
| 10.01                                               | Created history table to track changes |

## Declaration

Public interface CiscoAnnouncementEndedEv extends CiscoCallEv.

## Methods

| Interface | Method                | Description                                                                                                                                                                    |
|-----------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | getSuccess()          | This interface returns whether or not the play announcement was successful. Returns true if there are no errors with the play announcement, or returns false indicating error. |
| int       | getErrorCode()        | This interface returns the error code indicating the cause of the failure/error with play announcement. This maps to one of the values defined in CiscoJtapiException.         |
| String    | getErrorDescription() | This interface returns the string corresponding to what the error code maps to.                                                                                                |

## CiscoAnnouncementErrorEv

CiscoAnnouncementErrorEv is a new JTAPI event that is delivered to applications as a Call Event. This new event is delivered to call observers added by applications to notify when an error occurs during play announcement.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                            |
|-----------------------------------------------------|----------------------------------------|
| 10.01                                               | Created history table to track changes |

## Declaration

Public interface CiscoAnnouncementErrorEv extends CiscoCallEv.

## Methods

| Interface | Method                | Description                                                                                                                                                             |
|-----------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Int       | getErrorCode()        | This interface returns the error code indicating the cause for the failure/error with play announcement. This maps to one of the values defined in CiscoJtapiException. |
| String    | getErrorDescription() | This interface returns the string corresponding to what the error code maps to.                                                                                         |

## CiscoBaseMediaTerminal

The CiscoBaseMediaTerminal interface extends the CiscoTerminal interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 8.5(1)                                              | New interface. |

## Declaration

```
public interface CiscoBaseMediaTerminal extends CiscoTerminal
```

## Superinterfaces

NA

## Fields

*Table 71: Fields in CiscoBaseMediaTerminal*

| Interface        | Field                                           |
|------------------|-------------------------------------------------|
| Final static int | NO_MEDIA_REGISTRATION                           |
| Final static int | DYNAMIC_MEDIA_REGISTRATION                      |
| Final static int | DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT |
| Final static int | STATIC_MEDIA_REGISTRATION                       |
| Final static int | STATIC_MEDIA_REGISTRATION_FOR_GET_PORT SUPPORT  |

## Inherited Fields

NA

## Methods

*Table 72: Methods in CiscoBaseMediaTerminal*

| Interface | Method                                                                                                                                                                                                                                                         |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getRegistrationType()                                                                                                                                                                                                                                          |
| void      | register(java.net.InetAddress address, int port, CiscoMediaCapability[] capabilities, int registrationType), int[] algorithmIDs, java.net.InetAddress address_v6, int activeAddressingMode)<br>throws CiscoRegistrationException, PrivilegeViolationException; |

## Inherited Methods

NA

## Parameters

- register()
- Java.net.InetAddress address
- int port
- CiscoMediaCapability[] capabilities
- int[] algorithmIDs
- Java.net.InetAddress address\_v6
- int activeAddressingMode
- int registrationType

## Data Types

- Java.net.InetAddress address
- int port
- CiscoMediaCapability[] capabilities
- int[] algorithmIDs
- Java.net.InetAddress address v6
- int activeAddressingMode
- int registrationType

## Range of Values

- activeAddressingMode:
  - CiscoTerminal.IP\_ADDRESSING\_MODE\_IPv4 or
  - CiscoTerminal.IP\_ADDRESSING\_MODE\_IPv6 or
  - CiscoTerminal.IP\_ADDRESSING\_MODE\_IPv4\_v6
- registrationType:
  - CiscoTerminal.NO\_MEDIA\_REGISTRATION (applicable only for route points)
  - CiscoTerminal.DYNAMIC\_MEDIA\_REGISTRATION
  - CiscoTerminal.DYNAMIC\_MEDIA\_REGISTRATION\_FOR\_GET\_PORT\_SUPPORT
  - CiscoTerminal.STATIC\_MEDIA\_REGISTRATION

- CiscoTerminal.STATIC\_MEIDA\_TERMINAL\_FOR\_GET\_PORT\_SUPPORT

## CiscoCall

The CiscoCall interface extends the CallControlCall interface with additional Cisco Unified Communications Manager specific capabilities.

In Cisco Unified Communications Manager, every Call object comprises a set of call legs that share a common identifier: the global call handle. Connection objects represent call legs in JTAPI, and the Call object that relates a set of connections contains the global call handle that the underlying call legs share.

The global call handle within a CiscoCall is accessible by using CallManagerID and CallID properties. Taken together, the CallManagerID and CallID form the global call handle that Cisco Unified Communications Manager maintains. Consider this pair of properties as guaranteed to be unique among all ACTIVE Call objects, but when an ACTIVE call becomes INACTIVE, its CallManagerID and CallID may be reused to identify a newly created Call object. Therefore, an INACTIVE Call can have identical CallManagerID and CallID properties to those of a currently ACTIVE Call object.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.0(1)                                             | <p>Two new APIs:</p> <p>CiscoMultiMediaCapabilityInfogetCallingTerminalMultiMediaCapabilityInfo() Returns the calling party terminal multimedia capability.</p> <p>CiscoMultiMediaCapabilityInfogetCalledTerminalMultiMediaCapabilityInfo() Returns the called party terminal multimedia capability.</p> <p>Three new constants:</p> <p>CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_NONE</p> <p>CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE</p> <p>CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_G</p> |
| 9.0(1)                                              | <p>Five new constants: CALL_RECORDING_TYPE_NONE, CALL_RECORDING_TYPE_AUTOMATIC, CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT, CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION, and CALL_RECORDING_TYPE_USER_INITIATED_FROM_DEVICE, are added.</p>                                                                                                                                                                                                                                         |
| 8.0(1)                                              | <p>Enhanced with the following:</p> <p>New methods that allow applications to get the Terminals associated with the current calling and current called parties on the call.</p> <p>New API to indicate whether the call is created due to CallFwdAll key press or not.</p> <p>Three new constants, CFWD_ALL_NONE, CFWD_ALL_SET, and CFWD_ALL_CLEAR, have been introduced for CiscoCall interface.</p>                                                                                             |



| Cisco Unified Communications Manager Release Number | Description                                                        |
|-----------------------------------------------------|--------------------------------------------------------------------|
| 7.1(1)                                              | Added new method called isConference() for Drop Any Party feature. |

## Superinterfaces

javax.telephony.Call, javax.telephony.callcontrol.CallControlCall, CiscoObjectContainer

## Subinterfaces

CiscoConsultCall

## Declaration

public interface CiscoCall extends javax.telephony.callcontrol.CallControlCall, CiscoObjectContainer

## Fields

Table 73: Fields in CiscoCall

| Interface  | Field                                               | Description                                                                                                                                 |
|------------|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT    | This constant is used when silent is the recording invocation type. Silent recording is the default value in releases prior to Release 9.0. |
| static int | CALL_RECORDING_TYPE_AUTOMATIC                       | This constant is used when recording is invoked automatically by Unified CM, as a result of the line configuration.                         |
| static int | CALL_RECORDING_TYPE_NONE                            | This constant is used when a call is not recorded.                                                                                          |
| static int | CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION | This constant is used when user is the recording invocation type, and the request was invoked by an application.                            |
| static int | CALL_RECORDING_TYPE_USER_INITIATED_FROM_DEVICE      | This constant is used when recording was invoked on the Cisco IP device.                                                                    |
| Static int | CALLSECURITY_AUTHENTICATED                          | Call security status is authenticated.                                                                                                      |
| Static int | CALLSECURITY_ENCRYPTED                              | Call security status is encrypted.                                                                                                          |
| Static int | CALLSECURITY_NOTAUTHENTICATED                       | Call security status is not authenticated.                                                                                                  |

| Interface               | Field                                         | Description                                                                                                                                                                                                                                                 |
|-------------------------|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Static int              | CALLSECURITY_UNKNOWN                          | Call security status is unknown.                                                                                                                                                                                                                            |
| public static final int | CFWD_ALL_NONE                                 | When call is not created due to CallFwdAll soft key press. Value is 0.                                                                                                                                                                                      |
| public static final int | CFWD_ALL_SET                                  | When call is created due to CallFwdAll key press to set CFA. Value is 64.                                                                                                                                                                                   |
| public static final int | CFWD_ALL_CLEAR                                | When call is created to CallFwdAll key press to clear/cancel CFA. Value is 128.                                                                                                                                                                             |
| Static int              | FEATUREPRIORITY_EMERGENCY                     | Feature priority is emergency                                                                                                                                                                                                                               |
| Static int              | FEATUREPRIORITY_NORMAL                        | Feature priority is normal                                                                                                                                                                                                                                  |
| Static int              | FEATUREPRIORITY_URGENT                        | Feature priority is urgent                                                                                                                                                                                                                                  |
| int                     | getCFwdAllKeyPressIndicator()                 | This interface indicates if call is created due to callFWDAll Key press. It returns one of the following: <ul style="list-style-type: none"> <li>• CiscoCall.CFWD_ALL_NONE</li> <li>• CiscoCall.CFWD_ALL_SET</li> <li>• CiscoCall.CFWD_ALL_CLEAR</li> </ul> |
| Static int              | PLAYTONE_BOTHLOCALANDREMOTE                   | A tone plays to both the caller and the monitor target (agent) when this option gets used.                                                                                                                                                                  |
| Static int              | PLAYTONE_LOCALONLY                            | A tone plays only to the monitor target (agent) when this option gets used.                                                                                                                                                                                 |
| Static int              | PLAYTONE_NOLOCAL_OR_REMOTE                    | When this option is used no tone plays to the monitor target (agent) or the caller.                                                                                                                                                                         |
| Static int              | PLAYTONE_REMOTEONLY                           | A tone plays only to the caller when this option gets used.                                                                                                                                                                                                 |
| Static int              | SILENT_MONITOR                                | This option indicates that silent monitor is requested.                                                                                                                                                                                                     |
| static final int        | CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_NONE | This option indicates that there is no Media Forking Device for recording on this call.<br><br>Range of value = 0                                                                                                                                           |

| Interface        | Field                                          | Description                                                                                                                          |
|------------------|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| static final int | CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE | This option indicates that the Media Forking Device type for recording on this call is Phone (BIB Recording).<br>Range of value = 1  |
| static final int | CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW    | This option indicates that the Media Forking Device type for recording on this call is Gateway (GW Recording).<br>Range of value = 2 |

## Inherited Fields

### From Interface `javax.telephony.Call`

ACTIVE, IDLE, INVALID

### Sample Code

```
public class MyCallObserver implements CallObserver,
 CallControlCallObserver, MediaCallObserver {
 public void callChangedEvent (CallEv[] evlist) {
 for(int i = 0; evlist != null && i < evlist.length; i++){
 ...
 ...
 If (evlist[i] instance of TermConnActiveEv){
 CiscoCall thisCall = (CiscoCall) ((TermConnActiveEv)
evlist[i]).getCall();
 int cfaStatus = thisCall.getCFWDAllKeyPressIndicator();
 If (cfaStatus == CiscoCall.CFWD_ALL_SET ||
 cfaStatus == CiscoCall.CFWD_ALL_CLEAR){
 System.out.println("Call is created due to CallFwdAll soft key press");
 }else {
 System.out.println("Call is NOT created due to CallFwdAll soft key
press");
 }
 }
 ...
 ...
 }
 }
}
```

## Methods

Table 74: Methods in CiscoCall

| Interface                      | Method                                                                                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Void                           | conference (javax. telephony. Call[]otherCalls)                                                                                        | This interface conferences multiple calls together, resulting in the union of the participants of all the calls being placed on a single call.                                                                                                                                                                                                                                                                                                                                                                                  |
| java. lang. boolean            | isConference ()                                                                                                                        | Returns True if it is a conference call, false or otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| javax. telephony. Connection[] | connect (javax. telephony. Terminal origterm, javax. telephony. Address origaddr java. lang. String, dialedDigits int featurePriority) | This method overloads Call. connect (). It takes a new parameter featurePriority. The featurePriority parameter may be:<br>CiscoCall. FEATUREPRIORITY_NORMAL<br>CiscoCall. FEATUREPRIORITY_URGENT<br>CiscoCall. FEATUREPRIORITY_EMERGENCY<br>Throws: javax. telephony. ResourceUnavailableException, javax. telephony. PrivilegeViolationException, javax. telephony. InvalidPartyException, javax. telephony. InvalidArgumentException, javax. telephony. InvalidStateException, javax. telephony. MethodNotSupportedException |
| boolean                        | getCalledAddressPI ()                                                                                                                  | Returns the Presentation Indicator (PI) that is associated with getCalledAddressPI.                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| CiscoPartyInfo                 | getCalledPartyInfo ()                                                                                                                  | Returns the PartyInfo of the called party of the call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CiscoCallID                    | getCallID ()                                                                                                                           | CallID is a unique identifier among all ACTIVE calls with the same CallManagerID.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| boolean                        | getCallingAddressPI ()                                                                                                                 | Returns the Presentation Indicator (PI) that is associated with getCallingAddressPI.                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| int                            | getCallSecurityStatus ()                                                                                                               | This interface returns the SecurityStatus of the Call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| CiscoConferenceChain           | getConferenceChain ()                                                                                                                  | This interface returns a CiscoConferenceChain object if this Call is a chained conference Call.                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| javax. telephony. Address      | getCurrentCalledAddress ()                                                                                                             | Returns the current called Address for the call.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| boolean                        | getCurrentCalledAddressPI ()                                                                                                           | Returns the Presentation Indicator (PI) that is associated with CurrentCalledAddress.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| boolean                        | getCurrentCalledDisplayNamePI ()                                                                                                       | Returns the Presentation Indicator (PI) that is associated with getCurreddCalledDisplayNamePI.                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Interface               | Method                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------|---------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.lang.String        | getCurrentCalledPartyDisplayName ()               | This interface returns the display name of the called party in the call.                                                                                                                                                                                                                                                                                                                                                   |
| CiscoPartyInfo          | getCurrentCalledPartyInfo ()                      | Returns the PartyInfo of the current called party of the call.                                                                                                                                                                                                                                                                                                                                                             |
| java.lang.String        | getCurrentCalledPartyUnicodeDisplayName ()        | Returns the Unicode display name of the called party in the call.                                                                                                                                                                                                                                                                                                                                                          |
| int                     | getCurrentCalledPartyUnicodeDisplayNamelocale ()  | Returns the locale of the current called party Unicode display name.                                                                                                                                                                                                                                                                                                                                                       |
| javax.telephony.Address | getCurrentCallingAddress ()                       | Returns the current calling Address for the call.                                                                                                                                                                                                                                                                                                                                                                          |
| boolean                 | getCurrentCallingAddressPI ()                     | Returns the Presentation Indicator (PI) that is associated with getCurrentCallingAddressPI.                                                                                                                                                                                                                                                                                                                                |
| boolean                 | getCurrentCallingDisplayNamePI ()                 | Returns the Presentation Indicator (PI) that is associated with getCurrentCalledDisplayNamePI.                                                                                                                                                                                                                                                                                                                             |
| java.lang.String        | getCurrentCallingPartyDisplayName ()              | This interface returns the display name of the calling party.                                                                                                                                                                                                                                                                                                                                                              |
| CiscoPartyInfo          | getCurrentCallingPartyInfo ()                     | Returns the PartyInfo of the current calling party of the call.                                                                                                                                                                                                                                                                                                                                                            |
| java.lang.String        | getCurrentCallingPartyUnicodeDisplayName ()       | Returns the Unicode display name of the calling party in the call.                                                                                                                                                                                                                                                                                                                                                         |
| int                     | getCurrentCallingPartyUnicodeDisplayNamelocale () | Returns the locale of the current called party Unicode display name.                                                                                                                                                                                                                                                                                                                                                       |
| Terminal                | getCurrentCallingTerminal ()                      | This method returns a Terminal object that represents the terminal of the calling party on the call.<br><br>By default, if the terminal is not defined, these will return null. An example of when this would occur is when a phoen goes offhook, and a one-sided call is created. The CalledTerminal would be null in this scenario. The terminal for the called party is only set AFTER the called party answers a call. |
| Terminal                | getCurrentCalledTerminal ()                       | This method returns a Terminal object that represents the terminal of the called party on the call.<br><br>By default, if the terminal is not defined, these will return null. An example of when this would occur is when a phoen goes offhook, and a one-sided call is created. The CalledTerminal would be null in this scenario. The terminal for the called party is only set AFTER the called party answers a call.  |

## Methods

| Interface                      | Method                                                                                                                                                                                                                                                                   | Description                                                                                                                                                                                                                                       |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java. lang. String             | getGlobalizedCallingParty ()                                                                                                                                                                                                                                             | This will return the globalizedCallingParty                                                                                                                                                                                                       |
| CiscoPartyInfo                 | getLastRedirectedPartyInfo ()                                                                                                                                                                                                                                            | Returns the PartyInfo of the last redirecting party of the call.                                                                                                                                                                                  |
| boolean                        | getLastRedirectingAddressPI ()                                                                                                                                                                                                                                           | Returns the Presentation Indicator (PI) that is associated with getLastRedirectingAddressPI.                                                                                                                                                      |
| CiscoPartyInfo                 | getLastRedirectingPartyInfo ()                                                                                                                                                                                                                                           | Deprecated. - use getLastRedirectedPartyInfo ();                                                                                                                                                                                                  |
| javax. telephony. Address      | getModifiedCalledAddress ()                                                                                                                                                                                                                                              | This interface returns the modified called Address for the call if called party is modified by using called party transformation pattern or other means.                                                                                          |
| javax. telephony. Address      | getModifiedCallingAddress ()                                                                                                                                                                                                                                             | This interface returns the modified calling Address for the call if an application modifies its calling party by using the selectRoute API or other means.                                                                                        |
| boolean                        | isPersistentCall ()                                                                                                                                                                                                                                                      | This interface returns true if the call is a persistent call and false if the call is a normal call.                                                                                                                                              |
| javax. telephony. Connection[] | startMonitor (javax. telephony. Terminal MonitorInitiatorterminal, javax. telephony. Address MonitorInitiatoraddress, int monitorTargetcallid, java. lang. String monitorTargetDN, java. lang. String monitorTargetTerminalName, int monitorType, int playToneDirection) | If the application has the information about the call at the monitor target, the application can use this interface to monitor calls.                                                                                                             |
| javax. telephony. Connection[] | startMonitor (javax. telephony. Terminal MonitorInitiatorterminal, javax. telephony. Address MonitorInitiatoraddress, javax. telephony. TerminalConnection termConnofMonitorTarget, int monitorType, int PlayToneDirection)                                              | If the application is observing the monitor target (agent) Address, the application can use the Terminal connection of the monitor target (agent) to initiate a monitor request.                                                                  |
| javax. telephony. Connection   | transfer (java. lang. String address, java. lang. String facCode, java. lang. String cmcCode)                                                                                                                                                                            | This method is similar to the CallControlCall. transfer (String address) interface except that it also takes facCode (Forced Authorization Code) and cmcCode (Client Matter Code) if the transfer Address requires these codes to offer the call. |
| CiscoMultiMedia CapabilityInfo | getCallingTerminalMultiMediaCapabilityInfo ()                                                                                                                                                                                                                            | Returns the calling party terminal multimedia capability.                                                                                                                                                                                         |
| CiscoMultiMedia CapabilityInfo | getCalledTerminalMultiMediaCapabilityInfo ()                                                                                                                                                                                                                             | Returns the called party terminal multimedia capability.                                                                                                                                                                                          |



**Note** In Cisco Unified JTAPI implementation, CallControlCall.getCalledAddress() returns the first called party of the call which is the original called party.

## Inherited Methods

### From Interface `javax.telephony.callcontrol.CallControlCall`

`addParty`, `conference`, `consult`, `consult`, `drop`, `getCalledAddress`, `getCallingAddress`, `getCallingTerminal`, `getConferenceController`, `getConferenceEnable`, `getLastRedirectedAddress`, `getTransferController`, `getTransferEnable`, `offHook`, `setConferenceController`, `setConferenceEnable`, `setTransferController`, `setTransferEnable`, `transfer`, `transfer`

### From Interface `javax.telephony.Call`

`addObserver`, `connect`, `getCallCapabilities`, `getCapabilities`, `getConnections`, `getObservers`, `getProvider`, `getState`, `removeObserver`

### From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

`getObject`, `setObject`

## Parameters

- `origterm` -
- `origaddr` -
- `dialedDigits` -
- `featurePriority` -

## Conference Controller

For the conferencing feature to happen, a common participant must belong to all the Calls, as represented TerminalConnection of common participants on controller Terminal. These TerminalConnections are known as the conference controllers. At the most, only one of TerminalConnection on the Calls at controller Terminal would be in CallControlTerminalConnection.TALKING state, and hence, the TerminalConnection on the secondary Call should be in the CallControlTerminalConnection.HELD state. As a result of invocation of this method, all the conference controller TerminalConnection merge into one TerminalConnection.

Applications can set which Terminal would acts as the conference controller when a conference call gets set up by setting up Conference controller TerminalConnection via invoking `CallControlCall.setConferenceController()` method. The `CallControlCall.getConferenceController()` method returns the current conference controller, or null if there is none. If no conference controller is set initially, the implementation chooses a suitable TerminalConnection when the conferencing feature is invoked.

## Telephone Call Argument

All participants from the secondary Calls, passed as the argument to this method, move to the Call on which this method was invoked. That is, new Connections and TerminalConnections for the participant in the secondary Calls are created on this Call. The Connections and TerminalConnections on the secondary Calls get removed from the Call, and the Call moves to the Call.INVALID state.

## Other Shared Participants

There may exist other Addresses and Terminals that are part of some calls in addition to the designated conference controller. In these instances, those participants that are shared between both Calls are merged into one. That is, the Connections and TerminalConnections on this Calls stay unchanged. The corresponding Connections and TerminalConnections on the secondary Calls get removed from that Call.

### Pre-Conditions

1. Let tc1 be the conference controller on this Call
2. Let connection1 = tc1.getConnection()
3. Let tc2 to tcN be the conference controllers on otherCalls
4. (this.getProvider()).getState() == Provider.IN\_SERVICE
5. this.getState() == Call.ACTIVE
6. tc1.getTerminal() == tc2.getTerminal()... = tcN.getTerminal
7. tc1.getCallControlState() == CallControlTerminalConnection.TALKING/HELD
8. tc2-tcN.getCallControlState() == CallControlTerminalConnection.HELD/TALKING
9. this != otherCalls

### Post-Conditions

1. (this.getProvider()).getState() == Provider.IN\_SERVICE
2. this.getState() == Call.ACTIVE
3. otherCall.getState() == INVALID
4. Let c[] be the Connections to be merged from otherCall
5. Let tc[] be the TerminalConnections to be merged from otherCall
6. Let new(c) be the set of new Connections created on this Call
7. Let new(tc) be the set of new TerminalConnections created on this Call
8. new(c) element of this.getConnections()
9. new(c).getCallState() == c.getCallState()
10. new(tc) element of (this.getConnections()).getTerminalConnections()
11. new(tc).getCallState() == tc.getCallState()
12. c[i].getCallControlState() == CallControlConnection.DISCONNECTED for all i
13. tc[i].getCallControlState() == CallControlTerminalConnection.DROPPED for all i
14. CallInvalidEv is delivered for otherCall
15. CallCtlConnDisconnectedEv/ConnDisconnectedEv is delivered for all c[i]
16. CallCtlTermConnDroppedEv/TermConnDroppedEv is delivered for all tc[i]



17. ConnCreatedEv is delivered for all new(c)
18. TermConnCreatedEv is delivered for all new(tc)
19. Appropriate events are delivered for all new(c) and new(tc)

### Parameters

otherCalls - The Other Calls which are to be merged with this Call object.

### Throws

javax.telephony.InvalidArgumentException - The Call object that is provided is not valid for the conference.

javax.telephony.InvalidStateException - This means that the Provider is not "in service," the Call is not "active," or the conference controllers are not in the proper state.

javax.telephony.MethodNotSupportedException - The implementation does not support this method.

javax.telephony.PrivilegeViolationException - The application does not have the proper authority to invoke this method.

javax.telephony.ResourceUnavailableException - This means that an internal resource that is necessary for the successful invocation of this method is not available.

### See Also

ConnCreatedEv, TermConnCreatedEv, ConnDisconnectedEv, TermConnDroppedEv, CallInvalidEv, CallCtlConnDisconnectedEv, CallCtlTermConnDroppedEv

javax.telephony.Connection transfer(java.lang.String address java.lang.String facCode, java.lang.String cmcCode)

### Throws for connect(Terminal, Address, String, CiscoRTTPParams)

javax.telephony.InvalidArgumentException, javax.telephony.InvalidStateException, javax.telephony.InvalidPartyException, javax.telephony.MethodNotSupportedException, javax.telephony.PrivilegeViolationException, javax.telephony.ResourceUnavailableException This method is similar to the CallControlCall.transfer(String address) interface except that it also takes facCode (Forced Authorization Code) and cmcCode (Client Matter Code) if the transfer Address requires these codes to offer the call. If only one of the codes is required, the other code may need to be a null value.

If the user enters no codes, or invalid codes, the call may not be offered and platformException may contain the following error codes:

```
CiscoJTAPIException.CTIERR_FAC_CMC_REASON_FAC_NEEDED
CiscoJTAPIException.CTIERR_FAC_CMC_REASON_CMC_NEEDED
CiscoJTAPIException.CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED
CiscoJTAPIException.CTIERR_FAC_CMC_REASON_FAC_INVALID
CiscoJTAPIException.CTIERR_FAC_CMC_REASON_CMC_INVALID
```

This overloaded version of this method transfers all participants currently on this Call, with the exception of the transfer controller participant, to another Address. This is often called a "single-step transfer" because the transfer feature places another call and performs the transfer simultaneously. The Address string argument to this method must be valid and complete.

## The Transfer Controller

The transfer controller for this version of this method represents the participant on this Call around which the transfer is taking place and who drops off the Call after the transfer has completed. The transfer controller is a `TerminalConnection` that must be in the `CallControlTerminalConnection.TALKING` state.

Applications may control which `TerminalConnection` acts as the transfer controller via the `CallControlCall.setTransferController()` method. The `CallControlCall.getTransferController()` method returns the current transfer controller, or null if there is none. If no transfer controller is set, the implementation chooses a suitable `TerminalConnection` when the transfer feature gets invoked.

When the transfer feature gets invoked, the transfer controller moves into the `CallControlTerminalConnection.DROPPED` state. If it is the only `TerminalConnection` associated with its `Connection`, then its `Connection` moves into the `CallControlConnection.DISCONNECTED` state as well.

## The New Connection

This method creates and returns a new `Connection` representing the party to which the Call was transferred. This `Connection` may be null if the Call has been transferred outside of the Provider domain and can no longer be tracked. This `Connection` must at least be in the `CallControlConnection.IDLE` state. The `Connection` state may have progressed beyond "idle" before this method returns, and should be reflected by an event. This new `Connection` will progress as any normal destination `Connection` on a call. Typical scenarios for this `Connection` are described by the `Call.connect()` method.

### Pre-Conditions

1. Let `tc` be the transfer controller on this Call
2. `(this.getProvider()).getState() == Provider.IN_SERVICE`
3. `this.getState() == Call.ACTIVE`
4. `tc.getCallControlState() == CallControlTerminalConnection.TALKING`

### Post-Conditions

1. Let `newconnection` be the `Connection` created and returned
2. Let `connection == tc.getConnection()`
3. `(this.getProvider()).getState() == Provider.IN_SERVICE`
4. `this.getState() == Call.ACTIVE`
5. `tc.getCallControlState() == CallControlTerminalConnection.DROPPED`
6. If `connection.getTerminalConnections().length == 1`, then `connection.getCallControlState() == CallControlConnection.DISCONNECTED`
7. `newconnection` is an element of `this.getConnections()`, if not null.
8. `newconnection.getCallControlState()` at least `CallControlConnection.IDLE`, if not null.
9. `ConnCreatedEv` is delivered for `newconnection`
10. `CallCtlTermConnDroppedEv/TermConnDroppedEv` is delivered for `tc`

11. CallCtlConnDisconnectedEv/ConnDisconnectedEv is delivered for connection if no other TerminalConnections

### Parameters

- address - The destination Address string(dialedDigits) to which the Call is being transferred.
- facCode - The Force Authorization Code
- cmcCode - The Client Matter Code

### Returns

The new Connection associated with the destination, or null.

### Throws

javax.telephony.InvalidArgumentException - The TerminalConnection provided as controlling the transfer is not valid or not part of this Call.

javax.telephony.InvalidStateException - This means that the Provider is not "in service, " the Call is not "active, " or the transfer controller is not "talking."

javax.telephony.InvalidPartyException - The destination Address is not valid or complete.

javax.telephony.MethodNotSupportedException - The implementation does not support this method.

javax.telephony.PrivilegeViolationException - The application does not have the proper authority to invoke this method.

javax.telephony.ResourceUnavailableException - An internal resource necessary for the successful invocation of this method is unavailable.

### See Also

ConnCreatedEv, ConnDisconnectedEv, TermConnDroppedEv, CallCtlConnDisconnectedEv, CallCtlTermConnDroppedEv

getCurrentCalledAddressPIboolean getCurrentCalledAddressPI()Returns the Presentation Indicator(PI) that is associated with CurrentCalledAddress. If it returns true, the application can display this Address name to the end users. If it returns false, the application should not display this Address name to end users.

getCurrentCalledDisplayNamePIboolean getCurrentCalledDisplayNamePI()Returns the Presentation Indicator(PI) that is associated with getCurredCalledDisplayNamePI. If it returns true, the application can display this DisplayName to the end users. If it returns false, the application should not display this DisplayName to the end users.

getCurrentCallingAddressPIboolean getCurrentCallingAddressPI()Returns the Presentation Indicator(PI) that is associated with getCurrentCallingAddressPI. If it returns true, the application can display this Address name to the end users. If it returns false, the application should not display this Address name to the end users.

getCurrentCallingDisplayNamePIboolean getCurrentCallingDisplayNamePI()Returns the Presentation Indicator(PI) that is associated with getCurrentCalledDisplayNamePI. If it returns true, the application can display this DisplayName to the end users. If it returns false, the application should not display this DisplayName to the end users.

`getLastRedirectingAddressPI` boolean `getLastRedirectingAddressPI()` Returns the Presentation Indicator (PI) that is associated with `getLastRedirectingAddressPI`. If it returns true, the application can display this Address name to the end users. If it returns false, the application should not display this Address name to the end users.

`getCalledAddressPI` boolean `getCalledAddressPI()` Returns the Presentation Indicator (PI) that is associated with `getCalledAddressPI`. If it returns true, the application can display this Address name to the end users. If it returns false, the application should not display this Address name to the end users.

`getCallingAddressPI` boolean `getCallingAddressPI()` Returns the Presentation Indicator (PI) that is associated with `getCallingAddressPI`. If it returns true, the application can display this Address name to the end users. If it returns false, the application should not display this Address name to the end users.

`getCurrentCalledPartyUnicodeDisplayName` java.lang.String  
`getCurrentCalledPartyUnicodeDisplayName()` Returns the Unicode display name of the called party in the call. It returns null if the display name is unknown.

`getCurrentCalledPartyUnicodeDisplayNamelocale` int  
`getCurrentCalledPartyUnicodeDisplayNamelocale()` Returns the locale of the current called party Unicode display name. CiscoLocale interface lists the supported locales.

`getCurrentCallingPartyUnicodeDisplayName` java.lang.String  
`getCurrentCallingPartyUnicodeDisplayName()` Returns the Unicode display name of the calling party in the call. It returns null if the display name is unknown.

`getCurrentCallingPartyUnicodeDisplayNamelocale` int  
`getCurrentCallingPartyUnicodeDisplayNamelocale()` Returns the locale of the current called party Unicode display name.

`getCurrentCallingPartyInfo` CiscoPartyInfo `getCurrentCallingPartyInfo()` Returns the PartyInfo of the current calling party of the call.

`getCurrentCalledPartyInfo` CiscoPartyInfo `getCurrentCalledPartyInfo()` Returns the PartyInfo of the current called party of the call.

`getLastRedirectingPartyInfo` CiscoPartyInfo `getLastRedirectingPartyInfo()` Deprecated. - use `getLastRedirectedPartyInfo()`;

Returns the PartyInfo of the last redirecting party of the call.

`getLastRedirectedPartyInfo` CiscoPartyInfo `getLastRedirectedPartyInfo()` Returns the PartyInfo of the last redirecting party of the call.

`getCalledPartyInfo` CiscoPartyInfo `getCalledPartyInfo()` Returns the PartyInfo of the called party of the call.

javax.telephony.Connection[] `startMonitor`(javax.telephony.Terminal MonitorInitiator terminal, javax.telephony.Address MonitorInitiator address, javax.telephony.TerminalConnection termConn of MonitorTarget, int monitorType, int PlayToneDirection)

throws

javax.telephony.ResourceUnavailableException, javax.telephony.PrivilegeViolationException, javax.telephony.InvalidPartyException, javax.telephony.InvalidArgumentException, javax.telephony.InvalidStateException, javax.telephony.MethodNotSupportedException

If the application is observing the monitor target (agent) Address, the application can use the Terminal connection of the monitor target (agent) to initiate a monitor request. This interface places a call from an originating endpoint to monitor the call at the monitor target.

### Pre-Conditions

1. `(this.getProvider()).getState() == Provider.IN_SERVICE`
2. `this.getState() == Call.IDLE`
3. `((CiscoProviderCapabilities)(this.getTerminal().getProvider().getProviderCapabilities()).canMonitor() == TRUE`
4. `TerminalConnection.getProvider() == this.getProvider()`

### Parameters

- `MonitorInitiatorterminal` - - The originating Terminal
- `MonitorInitiatoraddress` - - The originating Address
- `termConnofMonitorTarget` - - The TerminalConnection of the target
- `monitorType` - - The type of monitor. Use `CiscoCall.SILENT_MONITOR`.
- `PlayToneDirection` - - Indicates whether the tone needs to be played to the target, the initiator, or both. This should be one of `CiscoCall.PLAYTONE_NOLOCAL_OR_REMOTE`, `CiscoCall.PLAYTONE_LOCALONLY`, `CiscoCall.PLAYTONE_REMOTEONLY`, or `CiscoCall.PLAYTONE_BOTHLOCALANDREMOTE`

### Throws

`javax.telephony.ResourceUnavailableException`  
`javax.telephony.PrivilegeViolationException`  
`javax.telephony.InvalidPartyException`  
`javax.telephony.InvalidArgumentException`  
`javax.telephony.InvalidStateException`  
`javax.telephony.MethodNotSupportedException`

## Related Documentation

See `CallControlCall` for more information.

## CiscoCallChangedEv

The system delivers the `CiscoCallChangedEv` event to the call observer for all supported features whenever the Global Call ID (GCID) of the call changes. `CiscoCallChangedEv` gets delivered when the GCID of the call changes due to path replacement (QSIG\_PR) and for other features, including transfer, conference, barge, cbarge, and unpark. In the case of shared lines, multiple `CiscoCallChangedEv` events get delivered.

The system also delivers this event when two or more calls get merged into one. Transfer, conference, unpark, Barge, and CBarge will trigger this event. Application can invoke `CiscoCallEv.getCiscoFeatureReason()` to find the feature code that caused this event.

The system reports this event via the CallControlCallObserver interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, CiscoCallEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoCallChangedEv extends CiscoCallEv
```

## Fields

Table 75: Fields in CiscoCallChangedEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface com.cisco.jtapi.extensions.CiscoCallEv

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL, CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED, CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED, CAUSE\_CALLSPLIT, CAUSE\_CHANYPENIMPL, CAUSE\_CHANUNACCEPTABLE, CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED, CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN, CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED, CAUSE\_CTICCMSIP406NOTACCEPTABLE, CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED, CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE, CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG, CAUSE\_CTICCMSIP414REQUESTURITOO LONG, CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE, CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BAEXTENSION, CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF, CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE, CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED, CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE, CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,

CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFEE,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATIBLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATIBLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,  
 CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCAVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 76: Methods in CiscoCallChangedEv*

| Interface       | Method                  | Description                                                                                                                                                          |
|-----------------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interface       | getConnection()         | Returns the CiscoConnection to the Address where the change occurred.                                                                                                |
| CiscoConnection | getOriginalCall()       | Returns the call that will go to INVALID state.                                                                                                                      |
| CiscoCall       | getSurvivingCall()      | Returns the call that will remain active after the callID change.                                                                                                    |
| CiscoCall       | getTerminalConnection() | Returns the TerminalConnection where the change occurred. This value could be null if the call ID changes before the TerminalConnection gets created on the Address. |

## Inherited Methods

**From Interface com.cisco.jtapi.extensions.CiscoCallEv**

getCiscoCause, getCiscoFeatureReason

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.CallEv**

getCall

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.



# CiscoCallConsultCancelledEv

This event notifies applications that a cancel operation has been invoked.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                  |
|-----------------------------------------------------|------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | New event for the Swap/Cancel - Transfer/Conference Behavior Change feature. |

## Superinterfaces

None

## Declaration

```
public interface CiscoCallConsultCancelledEv
```

## Fields

None

## Inherited Fields

None

## Methods

*Table 77: Methods in CiscoCallConsultCancelledEv*

| Interface | Method           | Description                                                                                                                                                                                  |
|-----------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCall | getConsultCall() | Returns the consult call for which consult operation is cancelled. If the consult call does not exist, it returns NULL.<br><br>The getCall() API on this call event returns the parent call. |

## Inherited Methods

None

## Related Documentation

None.

## CiscoCallCtlConnOfferedEv

The CiscoCallCtlConnOfferedEv interface extends the CallCtlConnOfferedEv interface to let applications obtain the IP Address of the calling party Terminal. The IP Address information might not be available for all calling party devices. A return value of 0 (or null) indicates that the information is not available.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.callcontrol.events.CallCtlCallEv, javax.telephony.callcontrol.events.CallCtlConnEv, javax.telephony.callcontrol.events.CallCtlConnOfferedEv, javax.telephony.callcontrol.events.CallCtlEv, javax.telephony.events.CallEv, javax.telephony.events.ConnEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoCallCtlConnOfferedEv extends javax.telephony.callcontrol.events.CallCtlConnOfferedEv
```

## Fields

None

## Inherited Fields

### From Interface javax.telephony.callcontrol.events.CallCtlConnOfferedEv

None

### From Interface javax.telephony.callcontrol.events.CallCtlEv

CAUSE\_ALTERNATE, CAUSE\_BUSY, CAUSE\_CALL\_BACK, CAUSE\_CALL\_NOT\_ANSWERED, CAUSE\_CALL\_PICKUP, CAUSE\_CONFERENCE, CAUSE\_DO\_NOT\_DISTURB, CAUSE\_PARK, CAUSE\_REDIRECTED, CAUSE\_REORDER\_TONE, CAUSE\_TRANSFER, CAUSE\_TRUNKS\_BUSY, CAUSE\_UNHOLD

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,

CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface `javax.telephony.events.Ev`**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface `javax.telephony.events.Ev`**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 78: Methods in `CiscoCallCtlConnOfferedEv`*

| Interface                         | Method                               | Description                                                                                     |
|-----------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------|
| <code>java.net.InetAddress</code> | <code>getCallingPartyIpAddr()</code> | Returns the IP address of the calling party, or 0 (or null) if the IP Address is not available. |

## Inherited Methods

**From Interface `javax.telephony.callcontrol.events.CallCtlCallEv`**

`getCalledAddress`, `getCallingAddress`, `getCallingTerminal`, `getLastRedirectedAddress`

**From Interface `javax.telephony.callcontrol.events.CallCtlEv`**

`getCallControlCause`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

**From Interface javax.telephony.events.CallEv**

getCall

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.ConnEv**

getConnection

**From Interface javax.telephony.events.CallEv**

getCall

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

None

## CiscoCallCtlTermConnHeldReversionEv

The CiscoCallCtlTermConnHeldReversionEv event indicates that hold reversion notification has been received on the TerminalConnection from Cisco Unified Communications Manager.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.callcontrol.events.CallCtlCallEv, javax.telephony.callcontrol.events.CallCtlEv,  
 javax.telephony.callcontrol.events.CallCtlTermConnEv, javax.telephony.events.CallEv,  
 javax.telephony.events.Ev, javax.telephony.events.TermConnEv

## Declaration

```
public interface CiscoCallCtlTermConnHeldReversionEv extends
 javax.telephony.callcontrol.events.CallCtlTermConnEv
```

## Fields

Table 79: Fields in *CiscoCallCtlTermConnHeldReversionEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface `javax.telephony.callcontrol.events.CallCtlEv`

CAUSE\_ALTERNATE, CAUSE\_BUSY, CAUSE\_CALL\_BACK, CAUSE\_CALL\_NOT\_ANSWERED, CAUSE\_CALL\_PICKUP, CAUSE\_CONFERENCE, CAUSE\_DO\_NOT\_DISTURB, CAUSE\_PARK, CAUSE\_REDIRECTED, CAUSE\_REORDER\_TONE, CAUSE\_TRANSFER, CAUSE\_TRUNKS\_BUSY, CAUSE\_UNHOLD

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.callcontrol.events.CallCtlCallEv`

`getCalledAddress`, `getCallingAddress`, `getCallingTerminal`, `getLastRedirectedAddress`

### From Interface `javax.telephony.callcontrol.events.CallCtlEv`

`getCallControlCause`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermConnEv`

`getTerminalConnection`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.

## CiscoCallEv

The `CiscoCallEv` interface, which extends the JTAPI core `javax.telephony.events.CallEv` interface, serves as the base interface for all Cisco-extended JTAPI Call events. Every Call-related event in this package extends this interface, directly or indirectly.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, CiscoEv, javax.telephony.events.Ev

## Subinterfaces

CiscoCallChangedEv, CiscoCallSecurityStatusChangedEv, CiscoConferenceChainAddedEv, CiscoConferenceChainRemovedEv, CiscoConferenceEndEv, CiscoConferenceStartEv, CiscoConsultCallActiveEv, CiscoToneChangedEv, CiscoTransferEndEv, CiscoTransferStartEv

## Declaration

```
public interface CiscoCallEv extends CiscoEv, javax.telephony.events.CallEv
```

## Fields

*Table 80: Fields in CiscoCallEv*

| Interface  | Field                            | Description                                                                                                                                                                                                                                                  |
|------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Static int | CAUSE_ACCESSINFORMATIONDISCARDED | This cause indicates that the network could not deliver access information to the remote user as requested.                                                                                                                                                  |
| Static int | CAUSE_BARGE                      | It indicates the call is a BARGE call.                                                                                                                                                                                                                       |
| staticint  | CAUSE_BCBPRESENTLYAVAIL          | This cause indicates that the user has requested a bearer capability which is implemented by the equipment which generated this cause but which is not available at this time.                                                                               |
| static int | CAUSE_BCNAUTHORIZED              | This cause indicates that the user has requested a bearer capability which is implemented by the equipment which generated this cause but the user is not authorized to use.                                                                                 |
| static int | CAUSE_BEARERCAPNIMPL             | This cause indicates that the equipment sending this cause does not support the bearer capability requested.                                                                                                                                                 |
| static int | CAUSE_CALLBEINGDELIVERED         | This cause indicates that the user has been awarded the incoming call and that the incoming call is being connected to a channel already established to that user for similar calls.                                                                         |
| static int | CAUSE_CALLIDINUSE                | This cause indicates that the network has received a call suspended request containing a call identity (including the null call identity) which is already in use for a suspended call within the domain of interfaces over which the call might be resumed. |
| static int | CAUSE_CALLMANAGER_FAILURE        | This cause indicates the failure due to CALL Manager Failure.                                                                                                                                                                                                |

## Fields

| Interface  | Field                                          | Description                                                                                                                                                    |
|------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_CALLREJECTED                             | This cause indicates that the equipment sending this cause does not wish to accept this call.                                                                  |
| static int | CAUSE_CALLSPLIT                                | This cause indicates the call split, it could mean conference or transfer.                                                                                     |
| static int | CAUSE_CHANTYPENIMPL                            | This cause indicates that the equipment sending this cause does not support the channel type requested.                                                        |
| static int | CAUSE_CHANUNACCEPTABLE                         | This cause indicates that the channel most recently identified is not acceptable to the sending entity for use in this call.                                   |
| static int | CAUSE_CTICCMSIP400BADREQUEST                   | This cause indicates the call is rejected due to bad request.                                                                                                  |
| static int | CAUSE_CTICCMSIP401UNAUTHORIZED                 | This cause indicates the request is valid but is not authorized.                                                                                               |
| static int | CAUSE_CTICCMSIP402PAYMENTREQUIRED              | This cause indicates the payment is required for usage.                                                                                                        |
| static int | CAUSE_CTICCMSIP403FORBIDDEN                    | This cause indicates the server understood the request, but is refusing to fulfill it..                                                                        |
| static int | CAUSE_CTICCMSIP404NOTFOUND                     | This cause indicates the request URI cannot be located by the server.                                                                                          |
| static int | CAUSE_CTICCMSIP405METHODNOTALLOWED             | This cause indicates the method specified in the Request-Line is understood, but not allowed for the address identified by the Request-URI.                    |
| static int | CAUSE_CTICCMSIP406NOTACCEPTABLE                | This cause indicates the request cannot be processed due to requirements in the request cannot be met.                                                         |
| static int | CAUSE_CTICCMSIP407PROXY AUTHENTICATIONREQUIRED | This cause indicates that request is not authorized and proxy authentication is required for the operation.                                                    |
| static int | CAUSE_CTICCMSIP408REQUESTTIMEOUT               | This cause indicates the time out error for the request.                                                                                                       |
| static int | CAUSE_CTICCMSIP410GONE                         | This cause indicates the requested resource is no longer available at the server and no forwarding address is known.                                           |
| static int | CAUSE_CTICCMSIP411LENGTHREQUIRED               | This cause indicates that an interworking message length is required.                                                                                          |
| static int | CAUSE_CTICCMSIP413REQUESTENTITY TOOLONG        | This cause indicates that the server is refusing to process a request because the request entity-body is larger than the server is willing or able to process. |
| static int | CAUSE_CTICCMSIP414REQUESTURI TOOLONG           | This cause indicates that the server is refusing to service the request because the Request-URI is longer than the server is willing to interpret.             |



| Interface  | Field                                        | Description                                                                                                                                                                                                                                                            |
|------------|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_CTICCMSIP415UNSUPPORTED<br>MEDIATYPE   | This cause indicates the server is refusing to service the request because the message body of the request indicates the Media Type which is not supported by the server for the requested method.                                                                     |
| static int | CAUSE_CTICCMSIP416UNSUPPORTED<br>URIScheme   | This cause indicates the server cannot process the request because the scheme of the URI in the Request-URI is unknown to the server.                                                                                                                                  |
| static int | CAUSE_CTICCMSIP420BADExtension               | This cause indicates the server did not understand the protocol extension specified in a Proxy-Require or Require header field.                                                                                                                                        |
| static int | CAUSE_CTICCMSIP421Extension REQUIRED         | This cause indicates the UAS needs a particular extension to process the request, but this extension is not listed in a Supported header field in the request.                                                                                                         |
| static int | CAUSE_CTICCMSIP423INTERVALTOOBRIEF           | This cause indicates that the server is rejecting the request because the expiration time of the resource refreshed by the request is too short.                                                                                                                       |
| static int | CAUSE_CTICCMSIP480TEMPORARILY<br>UNAVAILABLE | This cause indicates the callee's end system was contacted successfully but the callee is currently unavailable (for example, is not logged in, logged in but in a state that precludes communication with the callee, or has activated the "do not disturb" feature). |
| static int | CAUSE_CTICCMSIP481CALLLEGDOES NOTEXIST       | This cause indicates the the UAS received a request that does not match any existing dialog or transaction.                                                                                                                                                            |
| static int | CAUSE_CTICCMSIP482LOOPDETECTED               | This cause indicates that the server has detected a loop.                                                                                                                                                                                                              |
| static int | CAUSE_CTICCMSIP483TOOMANYHOOPS               | This cause indicates the server received a request that contains a Max-Forwards header field with the value zero (or less than actual hops).                                                                                                                           |
| static int | CAUSE_CTICCMSIP484ADDRESS INCOMPLETE         | This cause indicates that the server received a request with a Request-URI that was incomplete.                                                                                                                                                                        |
| static int | CAUSE_CTICCMSIP485AMBIGUOUS                  | This cause indicates that the Request-URI was ambiguous.                                                                                                                                                                                                               |
| static int | CAUSE_CTICCMSIP486BUSYHERE                   | This indicates that the callee's end system was contacted successfully, but the callee is currently not willing or able to take additional calls at this end system.                                                                                                   |
| static int | CAUSE_CTICCMSIP487REQUEST TERMINATED         | This cause indicates the request was terminated by a BYE or CANCEL request.                                                                                                                                                                                            |

| Interface  | Field                                     | Description                                                                                                                                                                                   |
|------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_CTICCMSIP488NOTACCEPTABLE HERE      | This cause indicates the same meaning as 606 (Not Acceptable), but only applies to the specific resource addressed by the Request-URI and the request may succeed elsewhere.                  |
| static int | CAUSE_CTICCMSIP491REQUESTPENDING          | This cause indicates the request was received by a UAS that had a pending request within the same dialog.                                                                                     |
| static int | CAUSE_CTICCMSIP493UNDECIPHERABLE          | This cause indicates that the request was received by a UAS that contained an encrypted MIME body for which the recipient does not possess or will not provide an appropriate decryption key. |
| static int | CAUSE_CTICCMSIP500SERVERINTERNAL ERROR    | This cause indicates the server encountered an unexpected condition that prevented it from fulfilling the request.                                                                            |
| static int | CAUSE_CTICCMSIP501NOTIMPLEMENTED          | This cause indicates the server does not support the functionality required to fulfill the request.                                                                                           |
| static int | CAUSE_CTICCMSIP502BADGATEWAY              | This cause indicates the server, while acting as a gateway or proxy, received an invalid response from the downstream server it accessed in attempting to fulfill the request.                |
| static int | CAUSE_CTICCMSIP503SERVICEUNAVAILABLE      | This cause indicates the server is temporarily unable to process the request due to a temporary overloading or maintenance of the server.                                                     |
| static int | CAUSE_CTICCMSIP504SERVERTIMEOUT           | This cause indicates the server did not receive a timely response from an external server it accessed in attempting to process the request.                                                   |
| static int | CAUSE_CTICCMSIP505SIPVERSIONNOT SUPPORTED | This cause indicates the server does not support, or refuses to support, the SIP protocol version that was used in the request.                                                               |
| static int | CAUSE_CTICCMSIP513MESSAGETOOLARGE         | This cause indicates the server was unable to process the request since the message length exceeded its capabilities.                                                                         |
| static int | CAUSE_CTICCMSIP600BUSYEVERYWHERE          | This cause indicates the callee's end system was contacted successfully but the callee is busy and does not wish to take the call at this time.                                               |
| static int | CAUSE_CTICCMSIP603DECLINE                 | This cause indicates the callee's machine was successfully contacted but the user explicitly does not wish to or cannot participate.                                                          |
| static int | CAUSE_CTICCMSIP604DOESNOTEXIST ANYWHERE   | This cause indicates the server has authoritative information that the user indicated in the Request-URI does not exist anywhere.                                                             |

| Interface  | Field                             | Description                                                                                                                                                                                   |
|------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_CTICCMSIP606NOTACCEPTABLE   | This cause indicates the user's agent was contacted successfully but some aspects of the session description such as the requested media, bandwidth, or addressing style were not acceptable. |
| static int | CAUSE_CTICONFERENCEFULL           | This cause indicates the Conference Call is full and no more participants can be added to it.                                                                                                 |
| static int | CAUSE_CTIDEVICENOTPREEMPTABLE     | This cause indicates that the device cannot be preempted.                                                                                                                                     |
| static int | CAUSE_CTIDROPCONFEREE             | This cause indicates the disconnection because the party was dropped from conference.                                                                                                         |
| static int | CAUSE_CTIMANAGER_FAILURE          | This cause indicates the failure due to CTI Manager Failure.                                                                                                                                  |
| static int | CAUSE_CTIPRECEDENCECALLBLOCKED    | This cause indicates that there are no predictable circuits or that the called user is busy with a call of equal or higher preventable level.                                                 |
| static int | CAUSE_CTIPRECEDENCELEVELEXCEEDED  | This cause indicates that the precedence level of the call has exceeded the authorized level.                                                                                                 |
| static int | CAUSE_CTIPRECEDENCEOUTOFBANDWIDTH | This cause indicates the precedence call has hit low bandwidth and cannot proceed.                                                                                                            |
| static int | CAUSE_CTIPREEMPTFORREUSE          | This cause indicates that the call is being preempted and the circuit is reserved for reuse by the preempting exchange.                                                                       |
| static int | CAUSE_CTIPREEMPTNOREUSE           | This cause indicates the call is being preempted.                                                                                                                                             |
| static int | CAUSE_DESTINATIONOUTOFORDER       | This cause indicates that the destination indicated by the user cannot be reached because the interface to the destination is not functioning correctly.                                      |
| static int | CAUSE_DESTNUMMISSANDDCNOTSUB      | This cause indicates that the specified CUG does not exist.                                                                                                                                   |
| static int | CAUSE_DPARK                       | It indicates the call is Directed-Parked call.                                                                                                                                                |
| static int | CAUSE_DPARK_REMINDER              | It indicates the call is Directed Park Reminder call.                                                                                                                                         |
| static int | CAUSE_DPARK_UNPARK                | It indicates that Directed Parked call is now unparked.                                                                                                                                       |
| static int | CAUSE_EXCHANGEROUTINGERROR        | This cause indicates that the exchange couldnt route the call to specified destination.                                                                                                       |
| static int | CAUSE_FAC_CMC                     | It indicates the FAC(Force Authorization Code) or CMC(Client Matter Code) is needed to route the call.                                                                                        |
| static int | CAUSE_FACILITYREJECTED            | This cause is returned when a supplementary service requested by the user cannot be provided by the network.                                                                                  |

| Interface  | Field                            | Description                                                                                                                                                                                                                                                                                     |
|------------|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_IDENTIFIEDCHANDOESNOTEXIST | This cause indicates that the equipment sending this cause has received a request to use a channel not activated on the interface for a call.                                                                                                                                                   |
| static int | CAUSE_IENIMPL                    | This cause indicates that the equipment sending this cause has received a message which includes information element(s)/parameter(s) not recognized because the information element(s)/parameter name(s) are not defined or are defined but not implemented by the equipment sending the cause. |
| static int | CAUSE_INBOUNDBLINDTRANSFER       | It indicates the call is IN bound Blind Transfer call.                                                                                                                                                                                                                                          |
| static int | CAUSE_INBOUNDCONFERENCE          | It indicates the call is IN bound Conference call.                                                                                                                                                                                                                                              |
| static int | CAUSE_INBOUNDTRANSFER            | It indicates the call is IN bound Transfer call.                                                                                                                                                                                                                                                |
| static int | CAUSE_INCOMINGCALLBARRED         | This cause indicates that the incoming calls for that number is barred.                                                                                                                                                                                                                         |
| static int | CAUSE_INCOMPATIBLEDESTINATION    | This cause indicates that the equipment sending this cause has received a request to establish a call which has low layer compatibility.                                                                                                                                                        |
| static int | CAUSE_INTERWORKINGUNSPECIFIED    | This cause indicates that an interworking call has ended.                                                                                                                                                                                                                                       |
| static int | CAUSE_INVALIDCALLREFVALUE        | This cause indicates that the equipment sending this cause has received a message with a call reference which is not currently in use on the user-network interface.                                                                                                                            |
| static int | CAUSE_INVALIDIECONTENTS          | This cause indicates that the equipment sending this cause has received an information element which it has implemented; however, one or more of the fields in the information element are coded in such a way which has not been implemented by the equipment sending this cause.              |
| static int | CAUSE_INVALIDMESSAGEUNSPECIFIED  | This cause is used to report an invalid message event only when no other cause in the invalid message class applies.                                                                                                                                                                            |
| static int | CAUSE_INVALIDNUMBERFORMAT        | This cause indicates that the called party cannot be reached because the called party number is not in a valid format or is not complete.                                                                                                                                                       |
| static int | CAUSE_INVALIDTRANSITNETSEL       | This cause indicates that a transit network identification was received which is of an incorrect format.                                                                                                                                                                                        |
| static int | CAUSE_MANDATORYIEMISSING         | This cause indicates that the equipment sending this cause has received a message which is missing an information element which must be present in the message before that message can be processed.                                                                                            |

| Interface  | Field                         | Description                                                                                                                                                                                                                                                               |
|------------|-------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_MSGNCOMPATABLEWCS       | This cause indicates that a message has been received which is incompatible with the call state.                                                                                                                                                                          |
| static int | CAUSE_MSGTYPENCOMPATWCS       | This cause indicates that the equipment sending this cause has received a message such that the procedures do not indicate that this is a permissible message to receive while in the call state, or a STATUS message was received indicating an incompatible call state. |
| static int | CAUSE_MSGTYPENIMPL            | This cause indicates that the equipment sending this cause has received a message with a message type it does not recognize either because this is a message not defined or defined but not implemented by the equipment sending this cause.                              |
| static int | CAUSE_NETOUTOFORDER           | This cause indicates that the network is not functioning correctly and that the condition is likely to last a relatively long period of time.                                                                                                                             |
| static int | CAUSE_NOANSWERFROMUSER        | This cause is used when the called party has been alerted but does not respond with a connect indication within a prescribed period of time.                                                                                                                              |
| static int | CAUSE_NOCALLSUSPENDED         | This cause indicates that the network has received a call resume request containing a call identity information element which presently does not indicate any suspended call within the domain of interfaces over which calls may be resumed.                             |
| static int | CAUSE_NOCIRCAVAIL             | This cause indicates that there is no appropriate circuit/channel presently available to handle the call.                                                                                                                                                                 |
| static int | CAUSE_NOERROR                 | This is usually given when there is no error and operation completes successfully.                                                                                                                                                                                        |
| static int | CAUSE_NONSELECTEDUSERCLEARING | This cause indicates that the user has not been awarded the incoming call.                                                                                                                                                                                                |
| static int | CAUSE_NORMALCALLCLEARING      | This cause indicates that the call is being cleared because one of the users involved in the call has requested that the call be cleared.                                                                                                                                 |
| static int | CAUSE_NORMALUNSPECIFIED       | This cause is used to report a normal event only when no other cause in the normal class applies.                                                                                                                                                                         |
| static int | CAUSE_NOROUTETODDESTINATION   | This cause indicates that the called party cannot be reached because the network through which the call has been routed does not serve the destination desired.                                                                                                           |
| static int | CAUSE_NOROUTETOTRANSITNET     | This cause indicates that the equipment sending this cause has received a request to route the call through a particular transit network which it does not recognize.                                                                                                     |

| Interface  | Field                          | Description                                                                                                                                                                                                                                                   |
|------------|--------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_NOUSERRESPONDING         | This cause is used when a called party does not respond to a call establishment message with either an alerting or connect indication within the prescribed period of time allocated.                                                                         |
| static int | CAUSE_NUMBERCHANGED            | This cause is returned to a calling party when the called party number indicated by the calling party is no longer assigned.                                                                                                                                  |
| static int | CAUSE_ONLYRDIVEARERCAPAVAIL    | This cause indicates that the calling party has requested an unrestricted bearer service but the equipment sending this cause only supports the restricted version of the requested bearer capability.                                                        |
| static int | CAUSE_OUTBOUNDCONFERENCE       | It indicates the call is OUT bound Conference call.                                                                                                                                                                                                           |
| static int | CAUSE_OUTBOUNDTRANSFER         | It indicates the call is OUT bound Transfer call                                                                                                                                                                                                              |
| static int | CAUSE_OUTOFBANDWIDTH           | This cause indicates that the call could not proceed because of Low Bandwidth.                                                                                                                                                                                |
| static int | CAUSE_PROTOCOLERRORUNSPECIFIED | This cause is used to report a protocol error event only when no other cause in the protocol error class applies.                                                                                                                                             |
| static int | CAUSE_QSIG_PR                  | It indicates the QSIG Path Replacement in the call.                                                                                                                                                                                                           |
| static int | CAUSE_QUALOFSERVNAVAIL         | This cause is used to report that the requested Quality of Service, as defined in Recommendation X.213.                                                                                                                                                       |
| static int | CAUSE_QUIET_CLEAR              | It indicates the Call is cleared as Call Manager has gone down, but media between endpoints remain connected.                                                                                                                                                 |
| static int | CAUSE_RECOVERYONTIMEREXPIRY    | This cause indicates that a procedure has been initiated by the expiration of a timer in association with error handling procedures.                                                                                                                          |
| static int | CAUSE_REDIRECTED               | This cause indicates the call is being redirected to different party.                                                                                                                                                                                         |
| static int | CAUSE_REQCALLIDHASBEENCLEARED  | This cause indicates that the network has received a call resume request containing a call identity information element indicating a suspended call that has in the meantime been cleared while suspended (either by network time-out or by the remote user). |
| static int | CAUSE_REQCIRCNAIL              | This cause is returned when the circuit or channel indicated by the requesting entity cannot be provided by the other side of the interface.                                                                                                                  |
| static int | CAUSE_REQFACILITYNIMPL         | This cause indicates that the equipment sending this cause does not support the requested.                                                                                                                                                                    |

| Interface  | Field                              | Description                                                                                                                                                                                                    |
|------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_REQFACILITYNOTSUBSCRIBED     | This cause indicates that the user has requested a supplementary service which is implemented by the equipment which generated this cause but the user is not authorized to use.                               |
| static int | CAUSE_RESOURCESNAVAIL              | This cause is used to report a resource unavailable event.                                                                                                                                                     |
| static int | CAUSE_RESPONSETOSTATUSENQUIRY      | This cause is included in the STATUS message when the reason for generating the STATUS message was the prior receipt of a STATUS INQUIRY.                                                                      |
| static int | CAUSE_SERVNOTAVAILUNSPECIFIED      | This cause is used to report a service or option not available event only when no other cause in the service or option not available class applies.                                                            |
| static int | CAUSE_SERVOPERATIONVIOLATED        | This cause indicates that although the calling party is a member of the CUG for the outgoing CUG call.                                                                                                         |
| static int | CAUSE_SERVOROPTNAVAILORIMPL        | This cause is used to report a service or option not implemented event only when no other cause in the service or option not implemented class applies.                                                        |
| static int | CAUSE_SUBSCRIBERABSENT             | This cause value is used when a mobile station has logged off.                                                                                                                                                 |
| static int | CAUSE_SUSPCALLBUTNOTTHISONE        | This cause indicates that a call resume has been attempted with a call identity which differs from that in use for any presently suspended call(s).                                                            |
| static int | CAUSE_SWITCHINGEQUIPMENTCONGESTION | This cause indicates that the switching equipment generating this cause is experiencing a period of high traffic.                                                                                              |
| static int | CAUSE_TEMPORARYFAILURE             | This cause indicates that the network is not functioning correctly and that the condition is not likely to last a long period of time; e.g., the user may wish to try another call attempt almost immediately. |
| static int | CAUSE_UNALLOCATEDNUMBER            | This cause indicates that the destination requested by the calling user cannot be reached because, it is an invalid number.                                                                                    |
| static int | CAUSE_USERBUSY                     | This cause is used to indicate that the called party is unable to accept another call because the user busy condition has been encountered.                                                                    |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Methods

Table 81: Methods in `CiscoCallEv`

| Interface | Method                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Int       | <code>getCiscoCause()</code> | Returns the Cisco Unified Communications Manager cause for this event. To function properly, some applications need to know the reason why an event happened at an endpoint that the application is observing. For example, a Connection may be disconnected because the call was not answered ( <code>CAUSE_NOANSWERFROMUSER</code> ), or whether the caller it was disconnected because it was rejected ( <code>CAUSE_CALLREJECTED</code> ). Returns: The Cisco Unified Communications Manager cause for this event |



| Interface | Method                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Int       | getCiscoFeatureReason() | Returns the Cisco Unified Communications Manager Feature Reason for this event. To function properly, some applications need to know the reason why an event happened. This interface provides the CiscoFeatureReason in JTAPI Call events for current and new features. Existing features, such as transfer, continue to receive the CiscoCause provided by the older interface CiscoCallEv.getCiscoCause(), while this interface will provide REASON_TRANSFER for transfer. Caution: Applications should make sure to handle unrecognized reasons and provide default behavior, because new reasons could be added in the future and this interface may not be backward compatible. The possible values are defined in the CiscoFeatureReason interface. Returns: The Cisco Unified Communications Manager Feature Reason for this event |

## Related Documentation

See [Constant Field Values, on page 1779](#) and CallEv for more information.

## CiscoCallFeatureCancelledEv

This event notifies applications that the cancel operation has been invoked

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(2)                                              | Created history table to track changes. |

## Declaration

```
public interface CiscoCallFeatureCancelledEv
```

## Methods

*Table 82: Methods in CiscoCallFeatureCancelledEv*

| Interface | Method           | Description                                                                                                               |
|-----------|------------------|---------------------------------------------------------------------------------------------------------------------------|
| CiscoCall | getConsultCall() | Returns the Consult Call for which consult operation is cancelled, if the consult call doesn't exist it will return NULL. |

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoCallID

The CiscoCallID object represents a unique object that is associated with each call. Applications may use the object itself or the integer representation of the object that the intValue() method returns.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

CiscoObjectContainer

## Declaration

Public interface CiscoCallID extends CiscoObjectContainer

## Fields

None

## Methods

*Table 83: Methods in CiscoCallID*

| Interface | Method             | Description                                                                                             |
|-----------|--------------------|---------------------------------------------------------------------------------------------------------|
| Int       | intValue()         | Returns an integer representation of this object. Returns: Int An integer representation of this object |
| CiscoCall | getCall()          | Returns the CiscoCall corresponding to this CiscoCallID.                                                |
| int       | getCallManagerID() | Returns the Cisco Unified Communications Manager NodeID of the call associated with this CiscoCallID.   |
| int       | getGlobalCallID()  | Returns the GlobalCallID of the call associated with this CiscoCallID.                                  |

## Inherited Methods

From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

`getObject`, `setObject`

## Related Documentation

None

# CiscoMediaCallSecurityIndicator

`CiscoMediaCallSecurityIndicator` lets you retrieve the security indicator for a call.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoMediaCallSecurityIndicator
```

## Fields

None

## Methods

*Table 84: Methods in CiscoMediaCallSecurityIndicator*

| Interface   | Method                                        | Description                                                                                                                                                                                                                                                                                                  |
|-------------|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCallID | <code>getCallID()</code>                      | Returns the <code>CiscoCallID</code> .                                                                                                                                                                                                                                                                       |
| int         | <code>getCiscoMediaSecurityIndicator()</code> | Returns the media security indicator, one of the following constants:<br><br><code>CiscoMediaSecurityIndicator.MEDIA_ENCRYPT_USER_NOT_AUTHORIZED</code><br><br><code>CiscoMediaSecurityIndicator.MEDIA_ENCRYPTED_KEYS_UNAVAILABLE</code><br><br><code>CiscoMediaSecurityIndicator.MEDIA_NOT_ENCRYPTED</code> |

| Interface      | Method              | Description                                                                                                                                                                                                                             |
|----------------|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRTPHandle | getCiscoRTPHandle() | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event was delivered, CiscoProvider.getCall may return null. |

## Related Documentation

See CiscoRTPParams.

## CiscoCallSecurityStatusChangedEv

Applications receive CiscoCallSecurityStatusChangedEv when the overall Call security status changes.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, CiscoCallEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoCallSecurityStatusChangedEv extends CiscoCallEv
```

## Fields

*Table 85: Fields in CiscoCallSecurityStatusChangedEv*

| Interface  | Field |
|------------|-------|
| Static int | ID    |

## Inherited Fields

### From Interface com.cisco.jtapi.extensions.CiscoCallEv

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL, CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED, CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED,

CAUSE\_CALLSPLIT, CAUSE\_CHANYPENIMPL, CAUSE\_CHANUNACCEPTABLE,  
 CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED,  
 CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN,  
 CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED,  
 CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BADEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFEE,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATIBLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATIBLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAVAIL, CAUSE\_OUTBOUNDCONFERENCE,  
 CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCAVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,

CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 86: Methods in CiscoCallSecurityStatusChangedEv*

| Interface                 | Method                  | Description                                                                                                                                                                                                  |
|---------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.events.Ev | getID()                 | Specified by: getID in interface javax.telephony.events.Ev                                                                                                                                                   |
| getCallSecurityStatus     | getCallSecurityStatus() | Returns the call security status. This interface can return: CiscoCall.CALLSECURITY_UNKNOWN, CiscoCall.CALLSECURITY_NOTAUTHENTICATED, CiscoCall.CALLSECURITY_AUTHENTICATED, CiscoCall.CALLSECURITY_ENCRYPTED |

## Inherited Methods

**From Interface com.cisco.jtapi.extensions.CiscoCallEv**

getCiscoCause, getCiscoFeatureReason

**From Interface javax.telephony.events.Ev**

getCause, getMetaCode, getObserved, isNewMetaEvent

**From Interface `javax.telephony.events.CallEv`**

getCall

**From Interface `javax.telephony.events.Ev`**

getCause, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See also [Constant Field Values](#), on page 1779 for more information.

## CiscoConferenceChain

This interface provides links to conference chain connections for the conference calls that are linked together in a conference chain. You can obtain this object from `CiscoConferenceChainAddedEv` and `CiscoConferenceChainRemovedEv`.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Declaration

public interface `CiscoConferenceChain`

## Fields

None

## Methods

*Table 87: Methods in `CiscoConferenceChain`*

| Interface                                 | Method                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>javax.telephony.Connection[]</code> | <code>getChainedConferenceConnections()</code> | Returns an array of <code>Connections</code> for Conference Calls that are chained together in a single conference. Applications can use this list to get all the Conference Calls that are linked together. To get the list of <code>Connections</code> for all the Calls that are chained together in the Conference, the provider must have an observer on at least one party in every conference call. |

| Interface   | Method                      | Description                                                                                                                                                                  |
|-------------|-----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCall[] | getChainedConferenceCalls() | Returns an array of Calls that are chained together in a single conference. This interface returns only the Calls in the conference chain that are observed in the provider. |

## Related Documentation

See `CiscoConferenceChainAddedEv` and `CiscoConferenceChainRemovedEv` for more information.

## CiscoConferenceChainAddedEv

The system sends a `CiscoConferenceChainAddedEv` event when a conference chain connection gets added to a call. This event gets sent every time a new conference chain connection gets added. This event gets reported via the `CallControlCallObserver` interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## All Superinterfaces

`javax.telephony.events.CallEv`, `CiscoCallEv`, `CiscoEv`, `javax.telephony.events.Ev`

## Declaration

```
public interface CiscoConferenceChainAddedEv extends CiscoCallEv
```

## Fields

*Table 88: Fields in CiscoConferenceChainAddedEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |



## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL,  
 CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED,  
 CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED,  
 CAUSE\_CALLSPLIT, CAUSE\_CHANYPENIMPL, CAUSE\_CHANUNACCEPTABLE,  
 CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED,  
 CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN,  
 CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED,  
 CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BADEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFeree,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATABLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATABLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,

CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCNVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 89: Methods in `CiscoConferenceChainAddedEv`

| Interface                               | Method                            | Description                                                                                                                          |
|-----------------------------------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| <code>javax.telephony.Connection</code> | <code>getAddedConnection()</code> | Returns the conference chain Connection that was added to the call.                                                                  |
| <code>CiscoConferenceChain</code>       | <code>getConferenceChain()</code> | Returns a <code>CiscoConferenceChain</code> that contains all of the conference connections for the calls that are chained together. |

## Inherited Methods

#### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

`getCiscoCause`, `getCiscoFeatureReason`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

**From Interface `javax.telephony.events.CallEv`**

`getCall`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

## CiscoConferenceChainRemovedEv

The system sends a `CiscoConferenceChainRemovedEv` event when a conference chain connection gets removed from a call. This event gets sent whenever a conference chain connection gets removed. This event gets reported via the `CallControlCallObserver` interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.CallEv`, `CiscoCallEv`, `CiscoEv`, `javax.telephony.events.Ev`

## Declaration

```
public interface CiscoConferenceChainRemovedEv extends CiscoCallEv
```

## Fields

*Table 90: Fields in `CiscoConferenceChainRemovedEv`*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL,  
 CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED,  
 CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED,  
 CAUSE\_CALLSPLIT, CAUSE\_CHANTYPENIMPL, CAUSE\_CHANUNACCEPTABLE,  
 CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED,  
 CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN,  
 CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED,  
 CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BAEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFEE,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATABLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATABLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,

CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCNVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

**Table 91: Methods in `CiscoConferenceChainRemovedEf`**

| Interface                               | Method                              | Description                                                                                                                                                             |
|-----------------------------------------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>CiscoConferenceChain</code>       | <code>getConferenceChain()</code>   | Returns a <code>CiscoConferenceChain</code> that contains all of the conference connections for the calls that are chained together. Returns: <code>Connection</code> . |
| <code>javax.telephony.Connection</code> | <code>getRemovedConnection()</code> | Returns the conference chain <code>Connection</code> that was removed from the call. Returns: <code>CiscoConferenceChain</code> .                                       |

## Inherited Methods

#### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

`getCiscoCause`, `getCiscoFeatureReason`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

**From Interface `javax.telephony.events.CallEv`**

`getCall`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.

## CiscoConferenceEndEv

The `CiscoConferenceEndEv` event indicates that a Conference operation completed. The system reports this event via the `CallControlCallObserver` interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1)                                              | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.CallEv`, `CiscoCallEv`, `CiscoEv`, `javax.telephony.events.Ev`

## Declaration

```
public interface CiscoConferenceEndEv extends CiscoCallEv
```

## Fields

*Table 92: Fields in `CiscoConferenceEndEv`*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL,  
 CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED,  
 CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED,  
 CAUSE\_CALLSPLIT, CAUSE\_CHANYPENIMPL, CAUSE\_CHANUNACCEPTABLE,  
 CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED,  
 CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN,  
 CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED,  
 CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BADEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFeree,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATABLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATABLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,

CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCNVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 93: Methods in `CiscoConferenceEndEv`

| Interface                            | Method                                        | Description                                                                                              |
|--------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <code>javax.telephony.Address</code> | <code>getConferenceControllerAddress()</code> | Returns the Address that currently acts as the conference controller for this call, the initiating call. |
| <code>javax.telephony.Call</code>    | <code>getConferencedCall()</code>             | Returns the call that merged. This call is in the <code>Call.INVALID</code> state.                       |
| <code>javax.telephony.Call[]</code>  | <code>getFailedCalls()</code>                 | Returns list of Calls that could not be Conferenced.                                                     |
| <code>javax.telephony.Call</code>    | <code>getFinalCall()</code>                   | Returns the call that remains active after the conference completes.                                     |



| Interface                          | Method                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.TerminalConnection | getHeldConferenceController()    | Returns the TerminalConnection that currently acts as the conference controller for this call -- the final call. This is the TerminalConnection that was in HELD state when the conference got initiated. This method returns null or TerminalConnection if the conference controller is not being observed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| javax.telephony.TerminalConnection | getTalkingConferenceController() | Returns the TerminalConnection that currently acts as the conference controller for this call -- the initiating call. This is the TerminalConnection that was in TALKING state. This method returns null or TerminalConnection if the conference controller is not being observed.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| boolean                            | isSuccess()                      | Returns Boolean True or False depending on whether the conference succeeded or failed. The application can use this interface to determine whether a Conference is successful.<br><br>Conferences will fail in these situations: <ul style="list-style-type: none"> <li>• If the application issues the request <code>Call.conference(otherCalls[])</code>, the system considers the conference as failed if one or more than one Calls could not Join into Conference. Use <code>getFailedCalls()</code> to find the failed calls.</li> <li>• If no conference bridge is available, and the conference could not complete. Use <code>getFailedCalls()</code> to get a list of the calls that could not join the conference.</li> <li>• If the party being conferenced drops out before the conference could complete.</li> </ul> |

## Inherited Methods

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

`getCiscoCause`, `getCiscoFeatureReason`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

**From Interface `javax.telephony.events.CallEv`**`getCall`**From Interface `javax.telephony.events.Ev`**`getCause, getID, getMetaCode, getObserved, isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#)See also `isSuccess()`

## CiscoConferenceStartEv

The `CiscoConferenceStartEv` event indicates that a conference operation started. The `CallControlCallObserver` interface reports this event.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                                                                                               |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Added <code>getControllerTerminalName()</code> method for Join Across Lines/Connected Conference feature. |

## Superinterfaces

`javax.telephony.events.CallEv, CiscoCallEv, CiscoEv, javax.telephony.events.Ev`

## Declaration

```
public interface CiscoConferenceStartEv extends CiscoCallEv
```

## Fields

*Table 94: Fields in `CiscoConferenceStartEv`*

| Interface               | Field           |
|-------------------------|-----------------|
| <code>static int</code> | <code>ID</code> |

## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL,  
 CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED,  
 CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED,  
 CAUSE\_CALLSPLIT, CAUSE\_CHANYPENIMPL, CAUSE\_CHANUNACCEPTABLE,  
 CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED,  
 CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN,  
 CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED,  
 CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BADEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFeree,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATABLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATABLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,

CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCNVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 95: Methods in `CiscoConferenceStartEv`

| Interface                            | Method                                        | Description                                                                                                                                                                                              |
|--------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>javax.telephony.Address</code> | <code>getConferenceControllerAddress()</code> | Returns the Address that currently acts as the conference controller for this call, the initiating call.                                                                                                 |
| <code>javax.telephony.Call</code>    | <code>getConferencedCall()</code>             | Returns the call that will be conferenced. This is the call that will be merged into the initiating call. This interface returns the first call from the list of calls that are joining into conference. |
| <code>javax.telephony.Call[]</code>  | <code>getConferencedCalls()</code>            | Returns the list of the calls that will be conferenced. These calls are the ones that will be merged into the final call.                                                                                |

| Interface                            | Method                                   | Description                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Call                 | getFinalCall()                           | Returns the call that will remain active after the conference completes. This is the call into which all the calls will merge.                                                                                                                                                                                                                                                                        |
| javax.telephony.TerminalConnection   | getHeldConferenceController()            | Returns the TerminalConnection that currently acts as the conference controller for this call, the initiating call. This is the TerminalConnection that was in HELD state. This method returns null if the conference controller is not being observed. This method returns the first held controller for a multiple call join scenario.                                                              |
| javax.telephony.TerminalConnection[] | getHeldConferenceControllers()           | Returns all TerminalConnections on Conference Controller Terminal that are joining together and are in HELD State.                                                                                                                                                                                                                                                                                    |
| javax.telephony.Address              | getOriginalConferenceControllerAddress() | Returns the Address of the participant that initiated the conference.                                                                                                                                                                                                                                                                                                                                 |
| javax.telephony.TerminalConnection   | getTalkingConferenceController()         | Returns the TerminalConnection that currently acts as the conference controller for this call, the initiating call. This is the TerminalConnection that was in TALKING state. This method returns null if the conference controller is not being observed. This method returns null if there is no controller in talking state. Calls can be joined into a conference without any talking controller. |
| String                               | getControllerTerminalName()              | Returns the terminal name of the controllers across which a conference is done.                                                                                                                                                                                                                                                                                                                       |

## Inherited Methods

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

`getCiscoCause`, `getCiscoFeatureReason`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.CallEv`

`getCall`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoConnection

The `CiscoConnection` interface extends the `CallControlConnection` interface with additional Cisco specific capabilities. Applications can use the `getReason` method to obtain the reason for the creation of a connection.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Added two new methods: <code>getPartyInfo</code> and <code>disconnect(CiscoPartyInfo partyInfo)</code> for Drop Any Party feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| 8.0(1)                                              | Enhanced with the following: <ul style="list-style-type: none"> <li>• New method to get the associated <code>CiscoHuntConnection</code>. If application is observing hunt list member, applications can use this method to find out if call is routed through HuntPilot.</li> <li>• New interface <code>getUniqueID(Terminal term)</code> is added which will return the uniqueID as string.</li> <li>• New method that allows an application to determine if the connection is associated with a chaperone device on a chaperone call. Chaperone devices have a limited feature set, and knowing that a connection is associated with a chaperone device can allow the application to better handle the connections.</li> </ul> |
| 11.5(1)                                             | Added <code>redirect</code> method with <code>deviceName</code> .                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## All Superinterfaces

`javax.telephony.callcontrol.CallControlConnection`, `CiscoObjectContainer`, `javax.telephony.Connection`

## Declaration

```
public interface CiscoConnection extends javax.telephony.callcontrol.CallControlConnection,
CiscoObjectContainer
```

## Fields

Table 96: Fields in CiscoConnection

| Interface  | Field                                       | Description                                                                                           |
|------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------|
| static int | ADDRESS_SEARCH_SPACE                        | The redirect should be done by using the redirect controller address search space.                    |
| static int | CALLED_ADDRESS_DEFAULT                      | The default behavior for Cisco JTAPI should apply.                                                    |
| static int | CALLED_ADDRESS_SET_TO_PREFERRED CALLEDPARTY | The original called Address should be set to the value present in preferredOriginalCalledParty field. |
| static int | CALLED_ADDRESS_SET_TO_REDIRECT_DESTINATION  | The called Address should be reset to the redirect destination.                                       |
| static int | CALLED_ADDRESS_UNCHANGED                    | The called Address should remain unchanged after the redirect operation.                              |
| static int | CALLINGADDRESS_SEARCH_SPACE                 | The redirect should be done by using the calling address search space.                                |
| static int | DEFAULT_SEARCH_SPACE                        | The redirect should be done by using the default search space for the implementation.                 |
| static int | REASON_DIRECTCALL                           | This Connection results from a direct call.                                                           |
| static int | REASON_FORWARDALL                           | This Connection results from unconditional forwarding.                                                |
| static int | REASON_FORWARDBUSY                          | This Connection results from a forwarding on busy.                                                    |
| static int | REASON_FORWARDNOANSWER                      | This Connection results from a forwarding on no answer.                                               |
| static int | REASON_OUTBOUND                             | This Connection is an originating Connection, not a destination Connection.                           |
| static int | REASON_REDIRECT                             | This Connection results from a redirection.                                                           |

| Interface  | Field                    | Description                                                                                                                           |
|------------|--------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| static int | REASON_TRANSFERREDCALL   | This Connection results from a transfer.                                                                                              |
| static int | REDIRECT_DROP_ON_FAILURE | This redirect mode instructs the implementation to perform redirect without checking the validity or availability of the destination. |
| static int | REDIRECT_NORMAL          | This redirect mode instructs the implementation to perform redirect if the destination is valid and available.                        |

## Inherited Fields

### From Interface `javax.telephony.callcontrol.CallControlConnection`

ALERTING, DIALING, DISCONNECTED, ESTABLISHED, FAILED, IDLE, INITIATED, NETWORK\_ALERTING, NETWORK\_REACHED, OFFERED, OFFERING, QUEUED, UNKNOWN

### From Interface `javax.telephony.Connection`

CONNECTED, INPROGRESS

## Methods

Table 97: Methods in `CiscoConnection`

| Interface           | Method and Description                                                                                                                        |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Boolean             | <p><code>getAddressPI()</code></p> <p>Returns Presentation Indicator (PI) associated with the Address on which the connection is created.</p> |
| CiscoHuntConnection | <p><code>getCiscoHuntConnection()</code></p> <p>This method returns the associated CiscoHuntConnection or null.</p>                           |
| CiscoConnectionID   | <p><code>getConnectionID()</code></p> <p>Returns CiscoConnectionID for this CiscoConnection</p>                                               |
| java.lang.String    | <p><code>getDParkPrefixCode()</code></p> <p>Returns the prefix code that needs to be dialed with the DPark DN to retrieve the call.</p>       |



| Interface                          | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                                | <p>getReason()</p> <p>Returns the reason for the creation of this Connection. To function properly, some applications need to know the reason for the creation of the connection is created at an endpoint.</p> <p>The reason for a Connection creation may be any of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoConnection. REASON_DIRECTCALL CiscoConnection. REASON_TRANSFERREDCALL</li> <li>• CiscoConnection. REASON_FORWARDNOANSWER</li> <li>• CiscoConnection. REASON_FORWARDBUSY</li> <li>• CiscoConnection. REASON_FORWARDALL</li> <li>• CiscoConnection. REASON_REDIRECT</li> <li>• CiscoConnection. REASON_NORMAL</li> </ul>                                                                                               |
| javax.telephony.TerminalConnection | <p>getRequestController()</p> <p>Returns the current request Controller for the Connection.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| String                             | <p>getUniqueID(Terminal term)</p> <p>This method returns the updated uniqueID of the connection.</p> <p>In case if there are no shared lines associated with this connection, application can just pass null object as parameter to this interface to get the Unique Identifier.</p> <p>Unique Identifier will be same for all the shared lines, but if it's a barge scenario, different terminals would have different identifier. The returned Unique Identifier will be 32-character hex string. Please refer to <a href="#">End to End Call Tracing, on page 911</a> <a href="#">End to End Call Tracing, on page 911</a>, for more information.</p> <p><b>Throws:</b> PrivilegeVoilationException , InvalidStateException</p> <p><b>Parameters:</b> Terminal</p> |
| boolean                            | <p>isChaperone()</p> <p>This method returns true if the connection is associated with a Chaperone call, and false if not.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| java.lang.String                   | <p>park()</p> <p>This method parks the call at a system park DN and returns the address of the park DN.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| Interface                  | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Connection | <p data-bbox="657 289 1243 321">redirect(java.lang.String destinationAddress, int mode)</p> <p data-bbox="657 346 1393 378">This method overloads the CallControlConnection.redirect() method.</p> <p data-bbox="657 394 748 426"><b>Throws</b></p> <ul data-bbox="695 443 1218 617" style="list-style-type: none"> <li data-bbox="695 443 1114 474">javax.telephony. InvalidStateException</li> <li data-bbox="695 478 1117 510">javax.telephony. InvalidPartyException</li> <li data-bbox="695 514 1218 546">javax.telephony. MethodNotSupportedException</li> <li data-bbox="695 550 1179 581">javax.telephony. PrivilegeViolationException</li> <li data-bbox="695 585 1211 617">javax.telephony. ResourceUnavailableException</li> </ul> <p data-bbox="657 634 781 665"><b>Parameter</b></p> <p data-bbox="657 682 1349 714">Mode - This parameter can take one of the following two values:</p> <ul data-bbox="695 730 1479 1035" style="list-style-type: none"> <li data-bbox="695 730 1479 856">• CiscoConnection. REDIRECT_DROP_ON_FAILURE: This mode instructs the implementation to perform a redirect without checking the validity or availability of the destination. The original call gets dropped if the destination is invalid or busy.</li> <li data-bbox="695 873 1479 1035">• CiscoConnection. REDIRECT_NORMAL: This mode instructs the implementation to perform a redirect only after checking the validity or availability of the destination. This matches the behavior of the CallControlConnection.redirect() method. The system does not drop the original call on failure.</li> </ul> |

| Interface                  | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Connection | <p data-bbox="695 289 1510 317"><code>redirect(java.lang.String destinationAddress, int mode, int callingSearchSpace)</code></p> <p data-bbox="695 346 1510 407">This method overloads the <code>CallControlConnection.redirect()</code> method. It takes two new parameters: <code>redirectMode</code> and <code>callingSearchSpace</code>.</p> <p data-bbox="695 426 1510 516">The <code>redirectMode</code> selects which type of redirect to perform. The <code>callingSearchSpace</code> tells the implementation to use either the calling party search space or the redirect controller search space.</p> <p data-bbox="695 535 829 562"><b>Parameters</b></p> <p data-bbox="695 583 1008 611"><code>mode</code> - One of the following:</p> <ul data-bbox="732 632 1510 934" style="list-style-type: none"> <li data-bbox="732 632 1510 756">• <code>CiscoConnection.REDIRECT_DROP_ON_FAILURE</code>: This mode instructs the implementation to perform a redirect without checking the validity or availability of the destination. The original call gets dropped if the destination is invalid or busy.</li> <li data-bbox="732 777 1510 934">• <code>CiscoConnection.REDIRECT_NORMAL</code>: This mode instructs the implementation to perform a redirect only after checking the validity or availability of the destination. This matches the behavior of the <code>CallControlConnection.redirect()</code> method. The system does not drop the original call on failure.</li> </ul> <p data-bbox="695 968 1159 995"><code>callingSearchSpace</code> - One of the following:</p> <ul data-bbox="732 1016 1398 1150" style="list-style-type: none"> <li data-bbox="732 1016 1276 1043">• <code>CiscoConnection.DEFAULT_SEARCH_SPACE</code></li> <li data-bbox="732 1064 1398 1092">• <code>CiscoConnection.CALLINGADDRESS_SEARCH_SPACE</code></li> <li data-bbox="732 1113 1281 1140">• <code>CiscoConnection.ADDRESS_SEARCH_SPACE</code></li> </ul> <p data-bbox="695 1184 786 1211"><b>Throws</b></p> <p data-bbox="732 1232 1256 1402"> <code>javax.telephony.InvalidStateException</code><br/> <code>javax.telephony.InvalidPartyException</code><br/> <code>javax.telephony.MethodNotSupportedException</code><br/> <code>javax.telephony.PrivilegeViolationException</code><br/> <code>javax.telephony.ResourceUnavailableException</code> </p> |

| Interface                  | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Connection | <p data-bbox="657 289 1485 352">redirect(java.lang.String destinationAddress, int mode, int callingSearchSpace, int calledAddressOption)</p> <p data-bbox="657 380 1398 411">This method overloads the CallControlConnection.redirect() method.</p> <p data-bbox="657 428 1485 583">It takes three new parameters: mode, callingSearchSpace, and calledAddressOption. The redirectMode selects the type of redirect to perform. The callingSearchSpace tells the implementation to use either the calling party search space or the redirect controller search space. The calledAddressOption parameter controls whether to reset the original called fields.</p> <p data-bbox="657 604 792 636"><b>Parameters</b></p> <p data-bbox="657 653 971 684">mode - One of the following:</p> <ul data-bbox="695 699 1300 762" style="list-style-type: none"> <li>• CiscoConnection. REDIRECT_DROP_ON_FAILURE</li> <li>• CiscoConnection. REDIRECT_NORMAL</li> </ul> <p data-bbox="657 800 883 831">callingSearchSpace -</p> <p data-bbox="657 848 889 879">One of the following:</p> <ul data-bbox="695 894 1360 1031" style="list-style-type: none"> <li>• CiscoConnection. DEFAULT_SEARCH_SPACE</li> <li>• CiscoConnection. CALLINGADDRESS_SEARCH_SPACE</li> <li>• CiscoConnection. ADDRESS_SEARCH_SPACE</li> </ul> <p data-bbox="657 1062 1127 1094">calledAddressOption: One of the following:</p> <ul data-bbox="695 1108 1393 1276" style="list-style-type: none"> <li>• CiscoConnection. CALLED_ADDRESS_DEFAULT</li> <li>• CiscoConnection. CALLED_ADDRESS_UNCHANGED</li> <li>• CiscoConnection. CALLED_ADDRESS_SET_TO_REDIRECT_DESTINATION</li> </ul> <p data-bbox="657 1308 748 1339"><b>Throws</b></p> <p data-bbox="695 1354 1219 1528">javax.telephony. InvalidStateException<br/> javax.telephony. InvalidPartyException<br/> javax.telephony. MethodNotSupportedException<br/> javax.telephony. PrivilegeViolationException<br/> javax.telephony. ResourceUnavailableException</p> |

| Interface                  | Method and Description                                                                                                                                                                                      |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Connection | redirect(java.lang.String destinationAddress, int mode, int callingSearchSpace, int calledAddressOption, java.lang.String preferredOriginalCalledParty, java.lang.String facCode, java.lang.String cmcCode) |

| Interface | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | <p>This method overloads the CallControlConnection.redirect() method. It takes three new parameters: mode, callingSearchSpace, and calledAddressOption.</p> <p>The redirectMode selects the type of redirect to perform. The callingSearchSpace tells the implementation to use either the calling party search space or the redirect controller search space. The calledAddressOption parameter controls whether to reset the original called fields.</p> <p>If the FAC and CMC codes are missing or invalid, the call might not get offered and platformException may contain one of the following error codes:</p> <ul style="list-style-type: none"> <li>• CiscoJTAPIException. CTIERR_FAC_CMC_REASON_FAC_NEEDED</li> <li>• CiscoJTAPIException. CTIERR_FAC_CMC_REASON_CMC_NEEDED</li> <li>• CiscoJTAPIException. CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED</li> <li>• CiscoJTAPIException. CTIERR_FAC_CMC_REASON_FAC_INVALID</li> <li>• CiscoJTAPIException. CTIERR_FAC_CMC_REASON_CMC_INVALID</li> </ul> <p><b>Parameters</b></p> <p>mode - One of the following:</p> <ul style="list-style-type: none"> <li>• CiscoConnection.REDIRECT_DROP_ON_FAILURE</li> <li>• CiscoConnection. REDIRECT_NORMAL</li> </ul> <p>callingSearchSpace - One of the following:</p> <ul style="list-style-type: none"> <li>• CiscoConnection. DEFAULT_SEARCH_SPACE</li> <li>• CiscoConnection. CALLINGADDRESS_SEARCH_SPACE</li> <li>• CiscoConnection. ADDRESS_SEARCH_SPACE</li> <li>• preferredOriginalCalledParty - may be a DN that will be the originalCalledParty field when call is offered to destinationAddress. If this field * needs to be used, applications must set calledAddressOption as CALLED_ADDRESS_SET_TO_PREFERRED CALLED PARTY. If applications are not interested in this field, you must pass the default value of null.</li> </ul> <p>calledAddressOption - One of the following:</p> <ul style="list-style-type: none"> <li>• CiscoConnection. CALLED_ADDRESS_DEFAULT</li> <li>• CiscoConnection. CALLED_ADDRESS_UNCHANGED</li> <li>• CiscoConnection. CALLED_ADDRESS_SET_TO_REDIRECT_DESTINATION</li> </ul> <p>preferredOriginalCalledParty - may be a DN that will be the originalCalledParty field when call is offered to destinationAddress. If this field * needs to be used, applications must set calledAddressOption as CALLED_ADDRESS_SET_TO_PREFERRED CALLED PARTY. If applications are not interested in this field, you must pass the default value of null.</p> <p>facCode - required if the destinationAddress requires a forced authorization</p> |

| Interface                  | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                            | <p>code to offer the call. Pass the FAC in this parameter. Pass the default value of null if the destinationAddress does not require a FAC code.</p> <p>cmcCode - required if the destinationAddress requires a client matter code to offer the call. Pass the CMC in this parameter. Pass the default value of null if the destinationAddress does not require a CMC code.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| javax.telephony.Connection | <p>redirect(java.lang.String destinationAddress, int mode, int callingSearchSpace, int calledAddressOption, java.lang.String preferredOriginalCalledParty, java.lang.String facCode, java.lang.String cmcCode, int featurePriority)</p> <p>This method overloads CallControlConnection.redirect(). It takes a new parameter, featurePriority, that sets the call priority. The featurePriority parameter may be:</p> <ul style="list-style-type: none"> <li>• CiscoCall.FEATUREPRIORITY_NORMAL</li> <li>• CiscoCall.FEATUREPRIORITY_URGENT</li> <li>• CiscoCall.FEATUREPRIORITY_EMERGENCY</li> </ul> <p><b>Returns</b></p> <p>Connection</p> <p><b>Throws</b></p> <p>javax.telephony.InvalidStateException<br/> javax.telephony.InvalidPartyException<br/> javax.telephony.MethodNotSupportedException<br/> javax.telephony.PrivilegeViolationException<br/> javax.telephony.ResourceUnavailableException</p> |

| Interface                  | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Connection | <p data-bbox="654 285 1487 352">redirect(java.lang.String destinationAddress, int mode, int callingSearchSpace, java.lang.String preferredOriginalCalledParty)</p> <p data-bbox="654 373 1487 470">This method overloads the CallControlConnection.redirect() method. It takes three new parameters: mode, callingSearchSpace, and preferredOriginalCalledParty.</p> <p data-bbox="654 491 1487 579">The redirectMode selects the type of redirect to perform. The callingSearchSpace tells the implementation to use either the calling party search space or the redirect controller search space.</p> <p data-bbox="654 600 792 625"><b>Parameters</b></p> <p data-bbox="654 646 971 672">mode - One of the following:</p> <ul data-bbox="695 693 1292 777" style="list-style-type: none"> <li>• CiscoConnection.REDIRECT_DROP_ON_FAILURE</li> <li>• CiscoConnection.REDIRECT_NORMAL</li> </ul> <p data-bbox="654 810 1117 835">callingSearchSpace - One of the following:</p> <ul data-bbox="695 856 1354 987" style="list-style-type: none"> <li>• CiscoConnection.DEFAULT_SEARCH_SPACE</li> <li>• CiscoConnection.CALLINGADDRESS_SEARCH_SPACE</li> <li>• CiscoConnection.ADDRESS_SEARCH_SPACE</li> </ul> <p data-bbox="654 1020 1487 1087">preferredOriginalCalledParty - May be a DN that will be the originalCalledParty field when the call gets offered to the destinationAddress.</p> <p data-bbox="654 1108 748 1134"><b>Throws</b></p> <ul data-bbox="695 1155 1211 1327" style="list-style-type: none"> <li>javax.telephony.InvalidStateException</li> <li>javax.telephony.InvalidPartyException</li> <li>javax.telephony.MethodNotSupportedException</li> <li>javax.telephony.PrivilegeViolationException</li> <li>javax.telephony.ResourceUnavailableException</li> </ul> |



| Interface                                   | Method and Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Connection                  | <p>redirect(String destinationAddress, int mode, int callingSearchSpace, int calledAddressOption, String preferredOriginalCalledParty, String facCode, String cmcCode, int featurePriority, byte[] applicationXMLData)</p> <p>This method is similar to the existing redirect method on the CiscoConnection object, except this one takes an additional parameter, applicationXMLData.</p> <p>Parameters</p> <p>applicationXMLData</p> <p>This parameter was added, and it allows an application to send message header point like SIP contact header info to the receiving end point. The parameter takes xml format as mentioned below.</p> <pre>&lt;data&gt; &lt;item&gt; &lt;type&gt;contact&lt;/type&gt; &lt;operation&gt;append&lt;/operation&gt; &lt;protocol&gt;SIP&lt;/protocol&gt; &lt;value&gt;+sip.instance = &amp;quot;&amp;lt;urn:uuid = *guid*&amp;gt;&amp;quot;&lt;/value&gt; &lt;/item&gt; &lt;/data&gt;</pre> <p><b>Note</b> This version only supports: contact, operation: append, protocol: SIP. It can be enhanced to support other protocols and operations in the future.</p> <p>If applications are not interested in this field, you must pass the default value of null.</p> |
| javax.telephony.Connection                  | <p>redirect(String destinationAddress, int mode, int callingSearchSpace, int calledAddressOption, String preferredOriginalCalledParty, String facCode, String cmcCode, int featurePriority, byte[] applicationXMLData, String deviceName)</p> <p>This method is similar to the above method, but it adds the deviceName parameter, which allows you to send the redirect to a specific device. Even in situations where the target device shares a line with another device, the redirected call goes only to the target device and not to the other device that shares the phone line.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| void                                        | <p>setRequestController(javax.telephony.TerminalConnection tc)</p> <p>This interface gets provided to a requesting TerminalConnection.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| com.cisco.jtapi.extensions.CiscoPartyInfo[] | <p>getPartyInfo()</p> <p>Returns a list of participants.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| Interface                                 | Method and Description                                                                                                                                                                                                                     |
|-------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.lang.Void                            | disconnect(CiscoPartyInfo partyInfo)<br><br>Disconnects participant with whose CiscoPartyInfo matches the passed parameter value; throws exception otherwise.<br><br><b>Throws</b><br>PrivilegeViolationException<br>InvalidStateException |
| getLocalUUID(TerminalConnection termConn) | This method takes a Terminal connection object of the connection and returns the Local Universal Unique Identifier of the party associated with both connection and the terminal connection.                                               |
| getPeerUUID(TerminalConnection termConn)  | This method takes a Terminal connection object of the connection and returns the Local Universal Unique Identifier of the party on the other side of the call. It is a part of both connection and the terminal connection.                |

## Inherited Methods

### From Interface javax.telephony.callcontrol.CallControlConnection

accept, addToAddress, getCallControlState, park, redirect, reject

### From Interface javax.telephony.Connection

disconnect, getAddress, getCall, getCapabilities, getConnectionCapabilities, getState, getTerminalConnections

### From Interface com.cisco.jtapi.extensions.CiscoObjectContainer

getObject, setObject

## Documentation

None

## CiscoConnectionID

The CiscoConnectionID object represents a unique object that is associated with each connection. Applications may use the object itself or the integer representation of the object that the intValue() method returns.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoObjectContainer

## Declaration

```
public interface CiscoConnectionID extends CiscoObjectContainer
```

## Fields

None

## Methods

*Table 98: Methods in CiscoConnectionID*

| Interface       | Method          | Description                                            |
|-----------------|-----------------|--------------------------------------------------------|
| CiscoConnection | getConnection() | Returns the CiscoConnection for the CiscoConnectionID. |
| Int             | intValue()      | Returns an integer representation of this object.      |

## Inherited Methods

From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

getObject, setObject

## Related Documentation

None

## CiscoConnectionUniqueIDChangedEv

It's a new event to highlight that uniqueID of the connection has changed.

### Interface History

| Cisco Unified Communications Manager Release Number | Description |
|-----------------------------------------------------|-------------|
| 8.0(1)                                              | New event   |

## Declaration

```
public interface CiscoConnectionUniqueIDChangedEv extends ConnEv
```

## Methods

*Table 99: Methods in CiscoConnectionUniqueIDChangedEv*

| Interface | Method           | Description                                                                                                                                          |
|-----------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| String    | getOldUniqueID() | This method returns the old uniqueID of the connection which has just changed. The returned value is a Unique Identifier as 32-character hex string. |
| Terminal  | getTerminal()    | This method returns the Terminal for which this ConnEv is delivered.                                                                                 |
| String    | getUniqueID()    | This method returns the updated uniqueID of the connection. The returned value is a Unique Identifier as 32-character hex string.                    |

## Related Documentation

## CiscoConsultCall

The CiscoConsultCall interface extends the CiscoCall interface to expose certain properties of calls that have been created as part of a consultative transfer or consultative conference.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

javax.telephony.Call, javax.telephony.callcontrol.CallControlCall, CiscoCall, CiscoObjectContainer

## Declaration

```
public interface CiscoConsultCall extends CiscoCall
```

## Fields

None

## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoCall`

CALLSECURITY\_AUTHENTICATED, CALLSECURITY\_ENCRYPTED,  
 CALLSECURITY\_NOTAUTHENTICATED, CALLSECURITY\_UNKNOWN,  
 FEATUREPRIORITY\_EMERGENCY, FEATUREPRIORITY\_NORMAL, FEATUREPRIORITY\_URGENT,  
 PLAYTONE\_BOTHLOCALANDREMOTE, PLAYTONE\_LOCALONLY,  
 PLAYTONE\_NOLOCAL\_OR\_REMOTE, PLAYTONE\_REMOTEONLY, SILENT\_MONITOR

From Interface `javax.telephony.Call`

ACTIVE, IDLE, INVALID

## Methods

*Table 100: Methods in CiscoConsultCall*

| Interface                                       | Method                                         | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>javax.telephony.TerminalConnection</code> | <code>getConsultingTerminalConnection()</code> | Returns the consulting <code>TerminalConnection</code> that was used to create this <code>CiscoConsultCall</code> . If this <code>Call</code> was created as part of a consultative transfer or consultative conference, the <code>getConsultingTerminalConnection</code> method returns the <code>TerminalConnection</code> that was used to perform the consultation on the original call. This method lets you correlate a <code>ConsultCall</code> with its original call. The original call itself does not have any methods that you can use determine the <code>ConsultCall</code> , if any, to which it is related. Returns: Null if this <code>Call</code> does not result from a consultation, or the consulting <code>TerminalConnection</code> of the original <code>Call</code> if this call resulted from a consultation. |

| Interface                    | Method                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Connection[] | consultWithoutMedia(javax.telephony.TerminalConnection tc, java.lang.String dialedDigits) | <p>Provides applications ability to initiate a consultative call without setting up media for it. This interface may be invoked when application is creating a consult call and completing transfer before media establishes for consult call.</p> <p>Cisco Unified Communication Manager may some times run into erroneous race condition when consult call is answered, and application completes transfer in the middle of media setup for consult call.</p> <p>To avoid this problem, application that does not wait for media setup completion for consult call, may use this method to setup consult call.</p> <p>From CallEvent perspective, this method behaves similar to CallControlCall.consult(TerminalConnection tc, String dialedDigits).</p> <p>Creates a consultation between this Call and an active Call without establishing the media. This consult call may only be transferred, not conferenced. Cisco JTAPI does not support this method with CallControlCall.setConferenceEnable(). Cisco JTAPI only supports this method with CallControlCall.setTransferEnable().</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>javax.telephony. InvalidStateException</li> <li>javax.telephony. InvalidArgumentException</li> <li>javax.telephony. MethodNotSupportedException</li> <li>javax.telephony. ResourceUnavailableException</li> <li>javax.telephony. PrivilegeViolationException</li> <li>javax.telephony. InvalidPartyException</li> </ul> |

## Inherited Methods

### From Interface com.cisco.jtapi.extensions.CiscoCall

conference, connect, getCalledAddressPI, getCalledPartyInfo, getCallIID, getCallingAddressPI, getCallSecurityStatus, getConferenceChain, getCurrentCalledAddress, getCurrentCalledAddressPI, getCurrentCalledDisplayNamePI, getCurrentCalledPartyDisplayName, getCurrentCalledPartyInfo, getCurrentCalledPartyUnicodeDisplayName, getCurrentCalledPartyUnicodeDisplayNamelocale, getCurrentCallingAddress, getCurrentCallingAddressPI, getCurrentCallingDisplayNamePI, getCurrentCallingPartyDisplayName, getCurrentCallingPartyInfo, getCurrentCallingPartyUnicodeDisplayName, getCurrentCallingPartyUnicodeDisplayNamelocale, getGlobalizedCallingParty, getLastRedirectedPartyInfo, getLastRedirectingAddressPI, getLastRedirectingPartyInfo, getModifiedCalledAddress, getModifiedCallingAddress, startMonitor, startMonitor, transfer

**From Interface `javax.telephony.callcontrol.CallControlCall`**

`addParty`, `conference`, `consult`, `consult`, `drop`, `getCalledAddress`, `getCallingAddress`, `getCallingTerminal`, `getConferenceController`, `getConferenceEnable`, `getLastRedirectedAddress`, `getTransferController`, `getTransferEnable`, `offHook`, `setConferenceController`, `setConferenceEnable`, `setTransferController`, `setTransferEnable`, `transfer`, `transfer`

**From Interface `javax.telephony.Call`**

`addObserver`, `connect`, `getCallCapabilities`, `getCapabilities`, `getConnections`, `getObservers`, `getProvider`, `getState`, `removeObserver`

**From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`**

`getObject`, `setObject`

## Related Documentation

See `CiscoCall` for more information.

## CiscoConsultCallActiveEv

The `CiscoConsultCallActiveEv` event interface extends the JTAPI `CallActiveEv` event. This event indicates that the state of the call object changed to `Call.ACTIVE` and that the call was initiated as a result of a consultative transfer or consultative conference operation (manual or programmatic). Applications can obtain the consulting `TerminalConnection` on the original (consulting) call by using the `CiscoConsultCall.getConsultingTerminalConnection` method.

The system reports this event to applications via the `CallObserver` interface.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.CallActiveEv`, `javax.telephony.events.CallEv`, `CiscoCallEv`, `CiscoEv`, `javax.telephony.events.Ev`

## Declaration

```
public interface CiscoConsultCallActiveEv extends CiscoCallEv, javax.telephony.events.CallActiveEv
```

## Fields

None

## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL,  
 CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED,  
 CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED,  
 CAUSE\_CALLSPLIT, CAUSE\_CHANTYPENIMPL, CAUSE\_CHANUNACCEPTABLE,  
 CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED,  
 CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN,  
 CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED,  
 CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BAEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFEE,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATABLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATABLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,



CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCNVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

**From Interface `javax.telephony.events.Ev`**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface `javax.telephony.events.Ev`**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface `javax.telephony.events.Ev`**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

`javax.telephony.TerminalConnection``getHeldTerminalConnection()` Deprecated. Replaced by `CiscoConsultCall``getConsultingTerminalConnection()`

Table 101: Methods in CiscoConsultCallActiveEv

| Interface                          | Method                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.TerminalConnection | getHeldTerminalConnection() | <p>Deprecated method.</p> <p>Replaced by CiscoConsultCall.<br/>GetConsultingTerminalConnection().</p> <p>Returns the consulting TerminalConnection that was used to create this CiscoConsultCall. You can use this method to correlate a consultation call with its original call. The original call does not have any methods that you can use to determine the consultation call, if any, to which it is related. Returns: The consulting TerminalConnection of the call that created the call that is referenced by this event</p> |

## Inherited Methods

### From Interface com.cisco.jtapi.extensions.CiscoCallEv

getCiscoCause, getCiscoFeatureReason

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.CallEv

getCall

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.CallEv

getCall

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See Call, CallObserver, CallActiveEv and [Constant Field Values, on page 1779](#) for more information.

# CiscoEv

The CiscoEv interface extends this code JTAPI `javax.telephony.events.Ev` interface and serves as the base interface for all Cisco-extended JTAPI events. Every event in this package extends this interface, directly or indirectly.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.Ev`

## Subinterfaces

`CiscoAddrActivatedEv`, `CiscoAddrActivatedOnTerminalEv`, `CiscoAddrAddedToTerminalEv`, `CiscoAddrAutoAcceptStatusChangedEv`, `CiscoAddrCreatedEv`, `CiscoAddrEv`, `CiscoAddrInServiceEv`, `CiscoAddrIntercomInfoChangedEv`, `CiscoAddrIntercomInfoRestorationFailedEv`, `CiscoAddrOutOfServiceEv`, `CiscoAddrRecordingConfigChangedEv`, `CiscoAddrRemovedEv`, `CiscoAddrRemovedFromTerminalEv`, `CiscoAddrRestrictedEv`, `CiscoAddrRestrictedOnTerminalEv`, `CiscoCallChangedEv`, `CiscoCallEv`, `CiscoCallSecurityStatusChangedEv`, `CiscoConferenceChainAddedEv`, `CiscoConferenceChainRemovedEv`, `CiscoConferenceEndEv`, `CiscoConferenceStartEv`, `CiscoConsultCallActiveEv`, `CiscoMediaOpenLogicalChannelEv`, `CiscoOutOfServiceEv`, `CiscoProvCallParkEv`, `CiscoProvEv`, `CiscoProvFeatureEv`, `CiscoProvTerminalCapabilityChangedEv`, `CiscoRestrictedEv`, `CiscoRTPInputKeyEv`, `CiscoRTPInputStartedEv`, `CiscoRTPInputStoppedEv`, `CiscoRTPOutputKeyEv`, `CiscoRTPOutputStartedEv`, `CiscoRTPOutputStoppedEv`, `CiscoTermActivatedEv`, `CiscoTermButtonPressedEv`, `CiscoTermCreatedEv`, `CiscoTermDataEv`, `CiscoTermDeviceStateActiveEv`, `CiscoTermDeviceStateAlertingEv`, `CiscoTermDeviceStateHeldEv`, `CiscoTermDeviceStateIdleEv`, `CiscoTermDeviceStateWhisperEv`, `CiscoTermDNDOptionChangedEv`, `CiscoTermDNNDStatusChangedEv`, `CiscoTermEv`, `CiscoTermInServiceEv`, `CiscoTermOutOfServiceEv`, `CiscoTermRegistrationFailedEv`, `CiscoTermRemovedEv`, `CiscoTermRestrictedEv`, `CiscoTermSnapshotCompletedEv`, `CiscoTermSnapshotEv`, `CiscoToneChangedEv`, `CiscoTransferEndEv`, `CiscoTransferStartEv`

## Declaration

```
public interface CiscoEv extends javax.telephony.events.Ev
```

## Fields

None

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See `Ev` for more information.

# CiscoFeatureReason

The `CiscoFeatureReason` interface specifies the feature reason that is associated with each delivered event.

### Interface History

| Cisco Unified Communications Manager Release | Description                                                                                                                                       |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                 | Added new reason, <code>FORWARD_NO_RETRIEVE</code> , for the Park Monitoring and Assisted DPark feature.                                          |
| 8.0(1)                                       | A new reason code, <code>REASON_SAF_CCD_PSTN_FAILOVER</code> , has been added to convey the proper reason for a PSTN failover to the application. |
| 8.5(1)                                       | A new feature reason, <code>REASON_MEDIA_STREAMING</code> , is added.                                                                             |
| 10.0.1                                       | A new feature reason, <code>REASON_PLAY_ANNOUNCEMENT</code> , is added.                                                                           |

## Declaration

```
public interface CiscoFeatureReason
```

## Fields

**Table 102: Fields in CiscoFeatureReason**

| Interface               | Field                                | Description                                                                                                                                                             |
|-------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int              | REASON_BARGE                         | Indicates that the reason for the event is BARGE feature.                                                                                                               |
| static int              | REASON_BLINDTRANSFER                 | Indicates that reason is single step transfer                                                                                                                           |
| static int              | REASON_CALLPICKUP                    | Indicates that the reason for the events is PICKUP                                                                                                                      |
| static int              | REASON_CCM_REDIRECTION               | Indicates that the reason for the events is SIP 3xx feature.                                                                                                            |
| static int              | REASON_CLICK_TO_CONFERENCE           | Indicates that connections have been added or removed by using the Click to Conference feature                                                                          |
| static int              | REASON_CONFERENCE                    | Indicates that the reason for the event is CONFERENCE                                                                                                                   |
| static int              | REASON_DPARK_CALLPARK                | Indicates that the reason for events is DPARK feature                                                                                                                   |
| public static final int | REASON_DEQUEUEING                    | Indicates that the event is generated because the call has got de-queued under the Native Queuing Feature.                                                              |
| public static final int | REASON_DEQUEUEING_TIMER_EXPIRED      | Indicates that the event is generated because the call is de-queued under the Native Queuing Feature as the maximum queue timer expired.                                |
| public static final int | REASON_DEQUEUEING_AGENTS_BUSY        | Indicates that the event has been generated because the call has got de-queued under the Native Queuing Feature as the agents were busy and the queue was full.         |
| public static final int | REASON_DEQUEUEING_AGENTS_UNAVAILABLE | Indicates that the event is generated because the call has got de-queued under the Native Queuing Feature as the agents were either not logged-in or were unregistered. |
| static int              | REASON_DPARK_REVERSION               | Indicates that the reason for events in DPARK Reversion                                                                                                                 |
| static int              | REASON_DPARK_UNPARK                  | Indicates that the reason for events in DPARK UNPARK                                                                                                                    |
| static int              | REASON_FAC_CMC                       | Indicates that the reason for the events is FAC, CMC feature                                                                                                            |
| static int              | REASON_FORWARDALL                    | Indicates that reason for the event is FORWARD                                                                                                                          |
| static int              | REASON_FORWARDBUSY                   | Indicates that the reasons for the event is forward busy                                                                                                                |
| static int              | REASON_FORWARDNOANSWER               | Indicates that the reasons for the event is forward no answer                                                                                                           |

| Interface               | Field                      | Description                                                                                                                    |
|-------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| static int              | REASON_FORWARD_NO_RETRIEVE | Indications that the reason for the event is forward no retrieve                                                               |
| static int              | REASON_IMMIDIVERT          | Indicates that the reason for the events is imm divert                                                                         |
| static int              | REASON_MEDIA_STREAMING     | Indicates that the event received is related to an Agent Greeting call                                                         |
| static int              | REASON_MOBILITY            | Indicates that the reason for events caused by Mobility Manager feature                                                        |
| static int              | REASON_MOBILITY_CELLPICKUP | Indicates that the reason for events caused by Mobility Manager feature                                                        |
| static int              | REASON_MOBILITY_FOLLOWME   | Indicates that the reason for events caused by Mobility Manager feature                                                        |
| static int              | REASON_MOBILITY_HANDIN     | Indicates that the reason for events caused by Mobility Manager feature                                                        |
| static int              | REASON_MOBILITY_HANDOUT    | Indicates that the reason for events caused by Mobility Manager feature                                                        |
| static int              | REASON_MOBILITY_IVR        | Indicates that the reason for events caused by Mobility Manager feature                                                        |
| static int              | REASON_NORMAL              | Indicates that the reason for the event is NORMAL                                                                              |
| static int              | REASON_PARK                | Indicates that the reason for the event is PARK feature                                                                        |
| static int              | REASON_PARKREMAINDER       | Indicates that the reasons for the event is park remainder                                                                     |
| public static final int | REASON_PLAY_ANNOUNCEMENT   | This interface indicates that the event was generated because of a play announcement.                                          |
| static int              | REASON_QSIG_PR             | Indicates that the reason for the event is QSIG path replacement                                                               |
| public static final int | REASON_QUEUING             | Indicates that the event is generated due to the Native Queuing feature.                                                       |
| static int              | REASON_REDIRECT            | Indicates that the reason for event is REDIRECT                                                                                |
| static int              | REASON_REFERER             | Returned for events sent for REFER done at Cisco Unified Communications Manager                                                |
| static int              | REASON_REPLACE             | REASON_REPLACE : This reason will be returned for events send for REPLACE feature done at Cisco Unified Communications Manager |
| static int              | REASON_SILENTMONITORING    | Indicates that the reason for events in SILENT MONITORING                                                                      |

| Interface        | Field                        | Description                                               |
|------------------|------------------------------|-----------------------------------------------------------|
| static int       | REASON_TRANSFER              | Indicates that the reason for the event is TRANSFER       |
| static int       | REASON_UNPARK                | Indicates that the reason for the event is unpark         |
| static final int | REASON_SAF_CCD_PSTN_FAILOVER | Indicates the reason for PSTN failover to the application |

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

## CiscoHuntConnection

A CiscoHuntConnection in a call indicates that the call is routed through a hunt pilot.

### Interface History

| Cisco Unified Communications Manager Release Number | Description   |
|-----------------------------------------------------|---------------|
| 8.0(1)                                              | New interface |

## Declaration

```
public interface CiscoHuntConnection extends CiscoConnection.
```

## Methods

*Table 103: Methods in CiscoHuntConnection*

| Interface    | Method                | Description                                                                   |
|--------------|-----------------------|-------------------------------------------------------------------------------|
| Connection[] | getAgentConnections() | This method returns an array of connections to the hunt group member or null. |

## Related Documentation

## CiscoIntercomAddress

The CiscoIntercomAddress interface extends the CiscoAddress interface with additional Cisco Unified Communications Manager-specific capabilities for intercom addresses. This interface lets applications initiate intercom calls and take advantage of other intercom-specific features.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

**Superinterfaces**

javax.telephony.Address, CiscoAddress, CiscoObjectContainer

**Declaration**

```
public interface CiscoIntercomAddress extends CiscoAddress
```

**Fields**

None

**Inherited Fields****From Interface com.cisco.jtapi.extensions.CiscoAddress**

APPLICATION\_CONTROLLED\_RECORDING, AUTO\_RECORDING, AUTOACCEPT\_OFF, AUTOACCEPT\_ON, AUTOANSWER\_OFF, AUTOANSWER\_UNKNOWN, AUTOANSWER\_WITHHEADSET, AUTOANSWER\_WITHSPEAKERSET, EXTERNAL, EXTERNAL\_UNKNOWN, IN\_SERVICE, INTERNAL, MONITORING\_TARGET, NO\_RECORDING, OUT\_OF\_SERVICE, RINGER\_DEFAULT, RINGER\_DISABLE, RINGER\_ENABLE, UNKNOWN



## Methods

Table 104: Methods in *CiscoIntercomAddress*

| Interface          | Method                                                                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void               | setIntercomTarget(java. lang. String targetDNjava. lang. String targetAsciiLabel, java. lang. String targetUnicodeLabel) | <p>Sets the intercom target DN, intercom target label, and intercom target Unicode label that appears next to the intercom line on the phone. The phone displays the Unicode label if the phone has that capability; otherwise, the phone displays the ASCII target label.</p> <p><b>Throws</b></p> <p>javax. telephony. InvalidPartyException means that the target DN is invalid.</p> <p>javax. telephony. InvalidStateException means that the address, terminal, or provider are not in service.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• targetDN—Destination DN for the intercom call</li> <li>• targetAsciiLabel—ASCII display label shown next to the intercom line on the phone target</li> <li>• UnicodeLabel—Unicode display label shown on the phone</li> </ul> |
| Boolean            | isIntercomTargetSet()                                                                                                    | Returns true if an application has overridden the current value, or false if the current value matches the default value configured in the database.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| void               | resetIntercomTarget()                                                                                                    | <p>Resets the intercom target DN, intercom target label, and intercom target Unicode label to their default values.</p> <p><b>Throws</b></p> <p>javax. telephony. InvalidPartyException</p> <p>javax. telephony. InvalidStateException</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| java. lang. String | getIntercomTargetNumber()                                                                                                | Returns the current intercom target DN that the application set. If the application has not set the intercom target DN, this interface returns the default intercom target DN that is configured in Cisco Unified Communications Manager Administration. Returns: The intercom target DN number, as a string.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| java. lang. String | getIntercomTargetAsciiLabel()                                                                                            | Returns the current intercom target label that the application set. If the application has not set the intercom target label, this interface returns the default intercom target label that is configured in Cisco Unified Communications Manager Administration. Returns: The intercom target label string.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Interface                    | Method                                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.lang.String             | getIntercomTargetUnicodeLabel()                                                   | Returns the current intercom target Unicode label that the application set. If the application has not set the Unicode label, this interface returns the default intercom target Unicode label that is configured in Cisco Unified Communications Manager Administration. Returns: The intercom Unicode target label string.                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| java.lang.String             | getDefaultIntercomTargetNumber()                                                  | Returns the default intercom target DN that is configured through Cisco Unified Communications Manager Administration. Returns: The default intercom target DN number, as a string.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| java.lang.String             | getDefaultIntercomTargetAsciiLabel()                                              | Returns the default intercom target label that is configured through Cisco Unified Communications Manager Administration. Returns: The default intercom target label string.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| java.lang.String             | getDefaultIntercomTargetUnicodeLabel()                                            | Returns the default intercom target label that is configured through Cisco Unified Communications Manager Administration. Returns: The default unicode intercom target label string.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| javax.telephony.Connection[] | connectIntercom(javax.telephony.Terminal terminal, java.lang.String targetNumber) | <p>Places an intercom call from an originating intercom address to a destination intercom address. Returns: A connection list for the calling and called intercom addresses.</p> <p><b>Throws</b></p> <p>javax.telephony.InvalidPartyException—The target DN is not a valid number.</p> <p>javax.telephony.InvalidArgumentException—The address is not a CiscoIntercomAddress or the terminal is not a Terminal.</p> <p>javax.telephony.InvalidStateException—The address, terminal, or provider is not in service.</p> <p>javax.telephony.ResourceUnavailableException—A resource is not available to complete the operation.</p> <p>javax.telephony.PrivilegeViolationException—The application does not have sufficient privileges to execute this operation.</p> |

## Inherited Methods

### From Interface com.cisco.jtapi.extensions.CiscoAddress

clearCallConnections, getAddressCallInfo, getAutoAcceptStatus, getAutoAnswerStatus, getInServiceAddrTerminals, getPartition, getRecordingConfig, getRegistrationState,

getRestrictedAddrTerminals, getState, getType, isRestricted, setAutoAcceptStatus, setMessageWaiting, setRingerStatus

#### From Interface `javax.telephony.Address`

addCallObserver, addObserver, getAddressCapabilities, getCallObservers, getCapabilities, getConnections, getName, getObservers, getProvider, getTerminals, removeCallObserver, removeObserver

#### From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

getObject, setObject

## Related Documentation

See `CiscoAddress` for additional information.

## CiscolsacMediaCapability

The `CiscoIsacMediaCapability` object specifies the properties for a iSAC encoded RTP stream. Applications that support iSAC media termination use this object when registering a `CiscoMediaTerminal`.

The packet size and bit rate are variable.

#### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                  |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8.0(1)                                              | Interface added in this release for iSac codec which can be used by application to register a <code>CiscoMediaTerminal</code> or <code>CiscoRouteTerminal</code> if they want to use this new <code>MediaCapability</code> . |

## Superinterfaces

None

## Declaration

```
public class CiscoIsacMediaCapability extends CiscoMediaCapability
```

## Constructors

*Table 105: Constructor in `CiscolsacMediaCapability`*

| Interface | Constructor                             | Description                                        |
|-----------|-----------------------------------------|----------------------------------------------------|
| public    | <code>CiscoIsacMediaCapability()</code> | Constructs a <code>CiscoIsacMediaCapability</code> |

## Fields

None

## Inherited Fields

### From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

G711\_64K\_30\_MILLISECONDS, G723\_6K\_30\_MILLISECONDS, G729\_30\_MILLISECONDS, GSM\_80\_MILLISECONDS, ISAC, WIDEBAND\_256K\_10\_MILLISECONDS

## Methods

None

## Inherited Methods

### Inherited From Class `com.cisco.jtapi.extensions.CiscoMediaCapability`

`getMaxFramesPerPacket`, `getPayloadType`, `isSupported`, `toString`

### Inherited From Class `java.lang.Object`

`clone`, `equals`, `finalize`, `getClass`, `hashCode`, `notify`, `notifyAll`, `wait`, `wait`, `wait`

## CiscoJtapiException

The `CiscoJtapiException` interface defines error codes that CTI requests may return. Cisco JTAPI extends all of the JTAPI exceptions to implement this interface. You can get the error codes by casting the exception to `CiscoJtapiException` and calling the method `getErrorCode()`.

For example, if “e” is any exception caught by an application, the following code checks whether the exception is an instance of `CiscoJtapiException`.

```
try {
 // some code here
}
catch (Exception e) {
 if(e instanceof CiscoJtapiException) {
 CiscoJtapiException ce =
com.cisco.cti.client.CTIFAILURE.(CiscoJtapiException) e
 int errorCode = com.cisco.cti.client.CTIFAILURE.ce.getErrorCode()
 //returns the ErrorCode.
 }
}
```

## Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.0                                                 | Added this interface.                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| 7.1(1 and 2)                                        | Added new error codes for the Logical Partition feature called: CiscoJtapiException.CTIERR_REDIRECT_CALL_PARTITIONING_POLICY and CiscoJtapiException.CTIERR_FEATURE_NOT_AVAILABLE.                                                                                                                                                                                                                                                                                                        |
| 8.0(1)                                              | <p>A new error code is added which will be exposed when the monitoring/recording request is rejected when the supervisor/recorder does not meet the security capabilities of the agent.</p> <p>New error code, OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE, has also been added.</p>                                                                                                                                                                                                         |
| 8.5(1)                                              | <p>The following new error codes are added:CTIERR_MEDIA_CONNECTION_FAILED, CTIERR_REQUEST_ALREADY_PENDING, CTIERR_START_STREAM_MEDIA_FAILED, CTIERR_STOP_STREAM_MEDIA_FAILED, CTIERR_NO_STREAMING_MEDIA_SESSION, CTIERR_EXISTING_STREAMING_MEDIA_SESSIONCTIERR_MEDIA_ALREADY_TERMINATED_STATIC_GETPORT_SUPPORT, CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC_GETPORT_SUPPORT, CTIERR_SSO_DISABLED, CTIERR_SSO_AUTH_SERVER_DOWN.</p>                                                            |
| 9.0(1)                                              | <p>The following new error codes are added:CTIERR_INVALID_REMOTE_DESTINATION_NUMBER<br/> CTIERR_DUPLICATE_REMOTE_DESTINATION_NUMBER<br/> CTIERR_REMOTEDESTINATION_LIMIT_EXCEEDED<br/> CTIERR_REMOTE_DEVICE_REQUEST_FAILED_ACTIVE_RD_NOT_SET<br/> CTIERR_ENDUSER_NOT_ASSOCIATED_WITH_DEVICE<br/> CTIERR_DEVICE_ALREADY_REGISTERED_NONEXTEND<br/> CTIERR_MEDIA_ALREADY_TERMINATED_EXTEND<br/> CTIERR_INVALID_REMOTE_DESTINATION_NAME<br/> CTIERR_RECORDING_INVOCATION_TYPE_NOT_MATCHING</p> |

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 10.0(1)                                             | <p>The following new error codes are added:</p> <p>CTIERR_AUTHENTICATION_TYPE_ON_UNSUPPORTED_PORT</p> <p>CTIERR_NO_PERSISTENT_CALL_EXISTS</p> <p>CTIERR_ANNOUNCEMENT_ALREADY_IN_PROGRESS</p> <p>CTIERR_ERROR_PLAYING_ANNOUNCEMENT</p> <p>CTIERR_PLAY_ANNOUNCEMENT_FAILED</p> <p>CTIERR_EXTEND_AND_CONNECT_DESTINATION_NOT_REACHABLE</p> <p>CTIERR_CREATE_PERSISTENT_CALL_FAILED</p> <p>CTIERR_PERSISTENT_CALL_EXISTS</p> <p>CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL</p> <p>CTIERR_DISCONNECT_PERSISTENT_CALL_FAILED_CALL_ACTIVE</p> <p>CTIERR_PERSISTENT_CALL_BEING_SETUP</p> <p>CTIERR_INVALID_SSO_TOKEN_SIZE</p> |

## Declaration

```
public interface CiscoJtapiException
```

## Fields

*Table 106: Fields in CiscoJtapiException*

| Interface  | Field                             | Description                                                                                                              |
|------------|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| static int | ASSOCIATED_LINE_NOT_OPEN          | This error indicates that the request is issued on a line, which is not open                                             |
| static int | CALL_ALREADY_EXISTS               | This error indicates that another call already exists on the line                                                        |
| static int | CALL_DROPPED                      | The call dropped after the feature request (hold, unhold, transfer, or conference) but before the request was completed. |
| static int | CALLHANDLE_NOTINCOMINGCALL        | This error indicates that an attempt is made to answer a call that either does not exist or is not in the correct state  |
| static int | CALLHANDLE_UNKNOWN_TO_LINECONTROL | This error indicates that attempt to redirect call that was unknown to line control                                      |

| Interface               | Field                                          | Description                                                                                                                                        |
|-------------------------|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| static int              | CANNOT_OPEN_DEVICE                             | This error indicates that device open failed because the associated device is unregistering                                                        |
| static int              | CANNOT_TERMINATE_MEDIA_ON_PHONE                | This error indicates that media cannot be terminated by an application when the device is a physical phone (the phone always terminates the media) |
| static int              | CFWDALL_ALREADY_SET                            | This error indicates that attempt to set CFWALL while it is already set                                                                            |
| static int              | CFWDALL_DESTN_INVALID                          | This error indicates that attempt to CFWALL to an invalid destination                                                                              |
| static int              | CLUSTER_LINK_FAILURE                           | This error indicates that link to one of the cisco unified communications managers failed in the cluster (network error)                           |
| static int              | COMMAND_NOT_IMPLEMENTED_ON_DEVICE              | This error indicates that device does not support the command.                                                                                     |
| static int              | CONFERENCE_ALREADY_PRESENT                     | This error indicates that attempt to conference a party that is already in conference                                                              |
| static int              | CONFERENCE_FAILED                              | This error indicates that conference completion was not successful.                                                                                |
| static int              | CONFERENCE_FULL                                | This error indicates that all conference bridges are busy.                                                                                         |
| static int              | CONFERENCE_INACTIVE                            | This error indicates that attempt to complete conference while consult conference is not active                                                    |
| static int              | CONFERENCE_INVALID_PARTICIPANT                 | This error indicates that an attempt to conference to self or an invalid participant                                                               |
| static int              | CTIERR_ACCESS_TO_DEVICE_DENIED                 | This error indicates that the access to device is denied.                                                                                          |
| public static final int | CTIERR_ANNOUNCEMENT_ALREADY_IN_PROGRESS        | This error indicates that the announcement is already in progress.                                                                                 |
| static int              | CTIERR_APP_SOFTKEYS_ALREADY_CONTROLLED         | This error indicates that the application softkeys are already controlled by another application                                                   |
| static int              | CTIERR_APPLICATION_DATA_SIZE_EXCEEDED          | This error indicates that application data size has exceeded limit                                                                                 |
| static int              | CTIERR_AUTHENTICATION_TYPE_ON_UNSUPPORTED_PORT | This error indicates that the port does not support the authentication type that is used to create the provider.                                   |
| static int              | CTIERR_BIB_NOT_CONFIGURED                      | This error indicates built in bridge is not configured                                                                                             |

| Interface  | Field                                                     | Description                                                                                                                               |
|------------|-----------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CTIERR_BIB_RESOURCE_NOT_AVAILABLE                         | This error indicates that built in bridge resource not available                                                                          |
| static int | CTIERR_CALL_MANAGER_NOT_AVAILABLE                         | This error indicates that Communications Manager is not available currently                                                               |
| static int | CTIERR_CALL_NOT_EXISTED                                   | This error indicates that call does not exist                                                                                             |
| static int | CTIERR_CALL_PARK_NO_DN                                    | This error indicates no call park DN                                                                                                      |
| static int | CTIERR_CALL_REQUEST_ALREADY_OUTSTANDING                   | This error indicates call request already outstanding                                                                                     |
| static int | CTIERR_CALL_UNPARK_FAILED                                 | This error indicates that call unpark did not succeed                                                                                     |
| static int | CTIERR_CAPABILITIES_DO_NOT_MATCH                          | This error indicates that capabilities do not match                                                                                       |
| static int | CTIERR_CLOSE_DELAY_NOT_SUPPORTED_WITH_REG_TYPE            | This error indicates that the close delay is not supported with this registration type                                                    |
| static int | CTIERR_CONFERENCE_ALREADY_EXISTED                         | This error indicates that conference already exists                                                                                       |
| static int | CTIERR_CONFERENCE_NOT_EXISTED                             | This error indicates that conference does not exist                                                                                       |
| static int | CTIERR_CONNECTION_ON_INVALID_PORT                         | This error indicates application is trying to connect to invalid port                                                                     |
| static int | CTIERR_CONSULT_CALL_FAILURE                               | This error indicates consult call failure                                                                                                 |
| static int | CTIERR_CONSULTCALL_ALREADY_OUTSTANDING                    | This error indicates that consult call already outstanding                                                                                |
| static int | CTIERR_CRYPTO_CAPABILITY_MISMATCH                         | This error indicates that device registration failed as device crypto algorithms does not match with current device registration          |
| static int | CTIERR_CTIHANDLER_PROCESS_CREATION_FAILED                 | This error indicates that CTIHandler process creation failed                                                                              |
| static int | CTIERR_DB_INITIALIZATION_ERROR                            | This error indicates DB initialization error                                                                                              |
| static int | CTIERR_DEVICE_ALREADY_OPENED                              | This error indicates that device is already opened                                                                                        |
| static int | CTIERR_DEVICE_NOT_OPENED_YET                              | This error indicates that device is not yet opened                                                                                        |
| static int | CTIERR_DEVICE_OWNER_ALIVE_TIMER_STARTED                   | This error indicates that there is a device registration failure                                                                          |
| static int | CTIERR_DEVICE_REGISTRATION_FAILED_NOT_SUPPORTED_MEDIATYPE | This error indicates an invalid media type, CTIPort need to be registered with Dynamic media port registration if it has an intercom line |
| static int | CTIERR_DEVICE_RESTRICTED                                  | This error indicates that the device is restricted                                                                                        |



| Interface               | Field                                               | Description                                                                                                                                                                                                                                           |
|-------------------------|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int              | CTIERR_DEVICE_SHUTTING_DOWN                         | This error indicates that device is shutting down                                                                                                                                                                                                     |
| static int              | CTIERR_DIRECTORY_LOGIN_TIMEOUT                      | This error indicates that there is a directory login time out                                                                                                                                                                                         |
| static int              | CTIERR_DUPLICATE_CALL_REFERENCE                     | This error indicates duplicate call reference                                                                                                                                                                                                         |
| static int              | CTIERR_DYNREG_IPADDRMODE_MISMATCH                   | This indicates registration failure when Cisco Media/Route Terminal is already registered with different Addressing mode.                                                                                                                             |
| public static final int | CTIERR_ERROR_PLAYING_                               | This error indicates that there was an error playing the announcement.                                                                                                                                                                                |
| static int              | CTIERR_EXISTING_STREAMING_MEDIA_SESSION             | This error occurs if an application attempts to invoke an Agent Greeting API while another request is made and accepted.<br><br>JTAPI throws <code>InvalidStateException</code> with a description as “There is an existing streaming media session”. |
| public static final int | CTIERR_EXTEND_AND_CONNECT_DESTINATION_NOT_REACHABLE | This error occurs if the extend and connect destination is not reachable.                                                                                                                                                                             |
| static int              | CTIERR_FAC_CMC_REASON_CMC_INVALID                   | Client Matter Code (CMC) entered is invalid                                                                                                                                                                                                           |
| static int              | CTIERR_FAC_CMC_REASON_CMC_NEEDED                    | CMC is required to offer the call                                                                                                                                                                                                                     |
| static int              | CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED                | Forced Authorization Code (FAC) and CMC are required to offer call                                                                                                                                                                                    |
| static int              | CTIERR_FAC_CMC_REASON_FAC_INVALID                   | FAC entered is invalid                                                                                                                                                                                                                                |
| static int              | CTIERR_FAC_CMC_REASON_FAC_NEEDED                    | FAC is required to offer the call                                                                                                                                                                                                                     |
| static int              | CTIERR_FEATURE_ALREADY_REGISTERED                   | This error indicates feature already registered                                                                                                                                                                                                       |
| static int              | CTIERR_FEATURE_DATA_REJECT                          | This error indicates feature data reject                                                                                                                                                                                                              |
| static int              | CTIERR_FEATURE_SELECT_FAILED                        | This error indicates that feature select failed                                                                                                                                                                                                       |
| static int              | CTIERR_ILLEGAL_DEVICE_TYPE                          | This error indicates that the device type is illegal                                                                                                                                                                                                  |
| static int              | CTIERR_INCOMPATIBLE_AUTOINSTALL_PROTOCOL_VERSION    | This error indicates that auto install protocol version is incompatible                                                                                                                                                                               |
| static int              | CTIERR_INCORRECT_MEDIA_CAPABILITY                   | Device registration failed due to incorrect media capability.                                                                                                                                                                                         |
| static int              | CTIERR_INFORMATION_NOT_AVAILABLE                    | This error indicates that information is not available                                                                                                                                                                                                |

| Interface  | Field                                        | Description                                                                                                                       |
|------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| static int | CTIERR_INTERCOM_SPEEDDIAL_ALREADY_CONFIGURED | This error indicates that intercom target value is already configured, application is trying to make call with Intercom target DN |
| static int | CTIERR_INTERCOM_SPEEDDIAL_ALREADY_SET        | This error indicates that intercom request failed as intercom target value is already set, application is trying to set again     |
| static int | CTIERR_INTERCOM_SPEEDDIAL_DESTN_INVALID      | This error indicates that intercomm request failed as intercom target value in not in the intercom group                          |
| static int | CTIERR_INTERCOM_TALKBACK_ALREADY_PENDING     | This error indicates that intercom talk back request is already pending                                                           |
| static int | CTIERR_INTERCOM_TALKBACK_FAILURE             | This error indicates that talkback request failed for some reason.                                                                |
| static int | CTIERR_INTERNAL_FAILURE                      | This error indicates there is a CTI internal failure                                                                              |
| static int | CTIERR_INVALID_CALLID                        | This error indicates the call ID is invalid                                                                                       |
| static int | CTIERR_INVALID_DEVICE_NAME                   | This error indicates that the device name is not valid                                                                            |
| static int | CTIERR_INVALID_DTMFDIGITS                    | Play DTMF request failed because it is an invalid DTMF digit.                                                                     |
| static int | CTIERR_INVALID_FILTER_SIZE                   | This error indicates that filter size is invalid                                                                                  |
| static int | CTIERR_INVALID_MEDIA_DEVICE                  | This error indicates that the media device is not valid                                                                           |
| static int | CTIERR_INVALID_MEDIA_PARAMETER               | This error indicates media parameter is invalid                                                                                   |
| static int | CTIERR_INVALID_MEDIA_PROCESS                 | This error indicates that there is an invalid media process                                                                       |
| static int | CTIERR_INVALID_MEDIA_RESOURCE_ID             | This error indicates media resource ID is not valid                                                                               |
| static int | CTIERR_INVALID_MESSAGE_HEADER_INFO           | This error indicates that the header info is not valid                                                                            |
| static int | CTIERR_INVALID_MESSAGE_LENGTH                | This error indicates that message length is invalid                                                                               |
| static int | CTIERR_INVALID_MONITOR_DESTN                 | This error indicates monitoring request failed due to invalid monitoring destination                                              |
| static int | CTIERR_INVALID_MONITOR_DN_TYPE               | This error indicates an invalid monitor DN type                                                                                   |
| static int | CTIERR_INVALID_MONITORMODE                   | This error indicates monitor request failed due to an invalid monitor mode                                                        |
| static int | CTIERR_INVALID_PARAMETER                     | This error indicates that the parameter is not valid                                                                              |
| static int | CTIERR_INVALID_PARK_DN                       | This error indicates that the DN is an invalid park DN                                                                            |

| Interface        | Field                                                   | Description                                                                                                                                                                              |
|------------------|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int       | CTIERR_INVALID_PARK_REGISTRATION_HANDLE                 | This error indicates that the handle is an invalid park registration handle                                                                                                              |
| static int       | CTIERR_INVALID_RESOURCE_TYPE                            | This error indicates an invalid resource type                                                                                                                                            |
| static int       | CTIERR_IPADDRMODE_MISMATCH                              | This indicates the registration failure due to IP Addressing Mode mismatch.                                                                                                              |
| static int       | CTIERR_LINE_OUT_OF_SERVICE                              | This error indicates that line is out of service.                                                                                                                                        |
| static int       | CTIERR_LINE_RESTRICTED                                  | This error indicates that the line is restricted                                                                                                                                         |
| static int       | CTIERR_MAXCALL_LIMIT_REACHED                            | This error indicates that maximum call limit has reached                                                                                                                                 |
| static int       | CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC                 | This error indicates that device registration failed as device is registered with Dynamic media termination                                                                              |
| Final static int | CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC_GETPORT_SUPPORT | This error indicates that the application tries to register a terminal, which is already registered with get port support, with a different registration type.                           |
| static int       | CTIERR_MEDIA_ALREADY_TERMINATED_NONE                    | This error indicates that device registration failed as device is already registered with media termination none                                                                         |
| static int       | CTIERR_MEDIA_ALREADY_TERMINATED_STATIC                  | This error indicates that device registration failed as device is registered with Static media termination                                                                               |
| Final static int | CTIERR_MEDIA_ALREADY_TERMINATED_STATIC_GETPORT_SUPPORT  | This error indicates that the application tries to register a terminal, which is already registered with get port support, with a different registration type.                           |
| static int       | CTIERR_MEDIA_CAPABILITY_MISMATCH                        | This error indicates that device registration failed as media capability of device does not match with current device registration                                                       |
| static int       | CTIERR_MEDIA_CONNECTION_FAILED                          | This error indicates that there is a general failure with the Agent Greeting feature. JTAPI throws InvalidStateException with a description as “The connection to the media has failed”. |
| static int       | CTIERR_MEDIA_RESOURCE_NAME_SIZE_EXCEEDED                | This error indicates that media resource name size has exceeded limit                                                                                                                    |
| static int       | CTIERR_MEDIAREGISTRATIONTYPE_DO_NOT_MATCH               | This error indicates that media registration types do not match                                                                                                                          |
| static int       | CTIERR_MESSAGE_TOO_BIG                                  | This error indicates that message is too big                                                                                                                                             |
| static int       | CTIERR_MORE_ACTIVE_CALLS_THAN_RESERVED                  | This error indicates that there are more active calls than reserved                                                                                                                      |

| Interface               | Field                                   | Description                                                                                                                                                                                                                   |
|-------------------------|-----------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int              | CTIERR_NO_EXISTING_CALLS                | This error indicates there are no existing calls                                                                                                                                                                              |
| static int              | CTIERR_NO_EXISTING_CONFERENCE           | This error indicates that there is no existing conference                                                                                                                                                                     |
| public static final int | CTIERR_NO_PERSISTENT_CALL_EXISTS        | This error indicates that no persistent call exists.                                                                                                                                                                          |
| static int              | CTIERR_NO_RECORDING_SESSION             | This error indicates recording request failed as there is no recording session                                                                                                                                                |
| static int              | CTIERR_NO_RESPONSE_FROM_MP              | This error indicates no response from media resource                                                                                                                                                                          |
| static int              | CTIERR_NO_STREAMING_MEDIA_SESSION       | This error occurs if an application attempts to invoke a stop request while there is no existing media stream to stop. JTAPI throws InvalidStateException with a description as “There is no streaming media session active”. |
| static int              | CTIERR_NOT_PRESERVED_CALL               | This error indicates that the call is not preserved                                                                                                                                                                           |
| static int              | CTIERR_OPERATION_FAILED_QUIETCLEAR      | This error indicates that feature unavailable for this call due to temporary failure                                                                                                                                          |
| static int              | CTIERR_OPERATION_NOT_ALLOWED            | This error indicates that this operation is not allowed                                                                                                                                                                       |
| static int              | CTIERR_OUT_OF_BANDWIDTH                 | This error indicates out of bandwidth error                                                                                                                                                                                   |
| static int              | CTIERR_OWNER_NOT_ALIVE                  | This error indicates a failure during registering the device                                                                                                                                                                  |
| static int              | CTIERR_PENDING_ACCEPT_OR_ANSWER_REQUEST | This error indicates that there is a pending accept or answer request                                                                                                                                                         |
| static int              | CTIERR_PENDING_START_MONITORING_REQUEST | This error indicates there is a pending start monitoring request                                                                                                                                                              |
| static int              | CTIERR_PENDING_START_RECORDING_REQUEST  | This error indicates there is a pending start recording request                                                                                                                                                               |
| static int              | CTIERR_PENDING_STOP_RECORDING_REQUEST   | This error indicates there is a pending stop recording request                                                                                                                                                                |
| public static final int | CTIERR_PLAY_ANNOUNCEMENT_FAILED         | This error indicates that the play announcement failed.                                                                                                                                                                       |
| static int              | CTIERR_PRIMARY_CALL_INVALID             | This error indicates that primary call in monitoring request is invalid or gone idle                                                                                                                                          |
| static int              | CTIERR_PRIMARY_CALL_STATE_INVALID       | This error indicates that primary call in monitoring request is in invalid state                                                                                                                                              |
| static int              | CTIERR_RECORDING_ALREADY_INPROGRESS     | This error indicates recording request failed that recording is already in progress                                                                                                                                           |

| Interface               | Field                                           | Description                                                                                                                                                                                                                                                      |
|-------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int              | CTIERR_RECORDING_CONFIG_NOT_MATCHING            | This error indicates recording configuration does not match                                                                                                                                                                                                      |
| static int              | CTIERR_RECORDING_SESSION_INACTIVE               | This error indicates recording request failed because recording session is inactive                                                                                                                                                                              |
| static int              | CTIERR_REDIRECT_UNAUTHORIZED_COMMAND_USAGE      | This error indicates a redirect unauthorized command usage                                                                                                                                                                                                       |
| static int              | CTIERR_REGISTER_FEATURE_ACTIVATION_FAILED       | This error indicates that register feature activation failed                                                                                                                                                                                                     |
| static int              | CTIERR_REGISTER_FEATURE_APP_ALREADY_REGISTERED  | Register feature application was already registered                                                                                                                                                                                                              |
| static int              | CTIERR_REGISTER_FEATURE_PROVIDER_NOT_REGISTERED | Register feature provider was not registered.                                                                                                                                                                                                                    |
| static int              | CTIERR_REQUEST_ALREADY_PENDING                  | This error occurs if an application attempts to invoke an Agent Greeting API while another request is made. JTAPI throws <code>InvalidStateException</code> with a description as “The request was rejected because there is a similar request already pending”. |
| static int              | CTIERR_RESOURCE_NOT_AVAILABLE                   | This error indicates that resource is not available to fulfil the request                                                                                                                                                                                        |
| public static final int | CTIERR_SECURITY_CAPABILITY_MISMATCH             | This error code is exposed when the monitoring/recording request is rejected when the supervisor/recorder does not meet the security capabilities of the agent.                                                                                                  |
| int                     | CTIERR_SSO_AUTH_SERVER_DOWN                     | This error code is returned if authorization server is down.                                                                                                                                                                                                     |
| int                     | CTIERR_SSO_DISABLED                             | This error code is returned if the Single Sign-On feature is not enabled on Cisco Unified Communications Manager.                                                                                                                                                |
| static int              | CTIERR_START_MONITORING_FAILED                  | This error indicates that start monitoring request failed                                                                                                                                                                                                        |
| static int              | CTIERR_START_RECORDING_FAILED                   | This error indicates that start recording request failed                                                                                                                                                                                                         |
| static int              | CTIERR_START_STREAM_MEDIA_FAILED                | This error occurs if there is a general failure with the Agent Greeting feature, that is not covered by any of the other error codes. JTAPI throws <code>InvalidStateException</code> with a description as “Start streaming media request failed”.              |

| Interface  | Field                                    | Description                                                                                                                                                                                                                                  |
|------------|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | CTIERR_STOP_STREAM_MEDIA_FAILED          | This error occurs if there is a general failure with the Agent Greeting feature, that is not covered by any of the other error codes.<br><br>JTAPl throws InvalidStateException with a description as “Stop streaming media request failed”. |
| static int | CTIERR_STATION_SHUT_DOWN                 | This error indicates that there is a station shutdown                                                                                                                                                                                        |
| static int | CTIERR_SYSTEM_ERROR                      | This error indicates CTI system error                                                                                                                                                                                                        |
| static int | CTIERR_UDP_PASS_THROUGH_NOT_SUPPORTED    | This error indicates UDP data passthrough not supported                                                                                                                                                                                      |
| static int | CTIERR_UNKNOWN_EXCEPTION                 | This error indicates an unknown exception occurred                                                                                                                                                                                           |
| static int | CTIERR_UNSUPPORTED_CALL_PARK_TYPE        | This error indicates that call park type is not supported                                                                                                                                                                                    |
| static int | CTIERR_UNSUPPORTED_CFWD_TYPE             | This error indicates that the call forward type is unsupported                                                                                                                                                                               |
| static int | CTIERR_USER_NOT_AUTH_FOR_SECURITY        | This error indicates user is not authorized for secure connection                                                                                                                                                                            |
| static int | CTIERR_REDIRECT_CALL_PARTITIONING_POLICY | This error indicates redirect is not authorized                                                                                                                                                                                              |
| static int | CTIERR_FEATURE_NOT_AVAILABLE             | This error indicates that the feature is unavailable                                                                                                                                                                                         |
| static int | DARES_INVALID_REQ_TYPE                   | This error indicates that there is an internal call processing error: DaRes invalid request type                                                                                                                                             |
| static int | DATA_SIZE_LIMIT_EXCEEDED                 | This error indicates that XML data object size is bigger than allowed.                                                                                                                                                                       |
| static int | DB_ERROR                                 | This error indicates that the device query contained an illegal device type                                                                                                                                                                  |
| static int | DB_ILLEGAL_DEVICE_TYPE                   | This error indicates illegal device type in DB                                                                                                                                                                                               |
| static int | DB_NO_MORE_DEVICES                       | This error is no longer used.                                                                                                                                                                                                                |
| static int | DESTINATION_BUSY                         | This error indicates that destination is busy                                                                                                                                                                                                |
| static int | DESTINATION_UNKNOWN                      | This error indicates that destination is not found                                                                                                                                                                                           |
| static int | DEVICE_ALREADY_REGISTERED                | This error indicates that device registration attempt failed, because the device is already registered                                                                                                                                       |
| static int | DEVICE_NOT_OPEN                          | This error indicates that an attempt to open a line failed, as the device is not opened or the device is not registered.                                                                                                                     |

| Interface  | Field                                | Description                                                                                                     |
|------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| static int | DEVICE_OUT_OF_SERVICE                | This error indicates that device is out of service.                                                             |
| static int | DIGIT_GENERATION_ALREADY_IN_PROGRESS | This error indicates that digit generation is already in progress.                                              |
| static int | DIGIT_GENERATION_CALLSTATE_CHANGED   | This error indicates that call state is invalid to continue.                                                    |
| static int | DIGIT_GENERATION_WRONG_CALL_HANDLE   | This error indicates that call handle is invalid and call may be gone.                                          |
| static int | DIGIT_GENERATION_WRONG_CALL_STATE    | This error indicates that call state is not valid to generate digits.                                           |
| static int | DIRECTORY_LOGIN_FAILED               | This error indicates that directory login failed: directory not initialized                                     |
| static int | DIRECTORY_LOGIN_NOT_ALLOWED          | This error indicates that directory login failed                                                                |
| static int | DIRECTORY_TEMPORARY_UNAVAILABLE      | This error indicates that directory is temporarily unavailable.                                                 |
| static int | EXISTING_FIRSTPARTY                  | This error indicates that there is already a device controlling media.                                          |
| static int | HOLDFAILED                           | This error indicates that the hold was rejected by line control or call control layers                          |
| static int | ILLEGAL_CALLINGPARTY                 | This error indicates that an attempt was made to originate call using a calling party that is not on the device |
| static int | ILLEGAL_CALLSTATE                    | This error indicates line is not in a legal state to invoke the request                                         |
| static int | ILLEGAL_HANDLE                       | This error indicates the handle is not valid                                                                    |
| static int | ILLEGAL_MESSAGE_FORMAT               | This error indicates that there is a QBE protocol error                                                         |
| static int | INCOMPATIBLE_PROTOCOL_VERSION        | This error indicates that JTAPI and CTI versions are not compatible : CTI Error Protocol version not supported  |
| static int | INVALID_LINE_HANDLE                  | This error indicates that attempt to perform a line operation on an invalid line handle.                        |
| static int | INVALID_RING_OPTION                  | This error indicates that the ring option is invalid                                                            |
| static int | LINE_GREATER_THAN_MAX_LINE           | This error indicates that line is greater than the maximum available lines on this device                       |
| static int | LINE_INFO_DOES_NOT_EXIST             | This error indicates that line information does not exist in the database.                                      |

| Interface  | Field                                    | Description                                                                                                             |
|------------|------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| static int | LINE_NOT_PRIMARY                         | This error indicates that internal error returned from call control.                                                    |
| static int | LINECONTROL_FAILURE                      | This error indicates line control refuses to allow a new call to be initiated because of its current state.             |
| static int | MAX_NUMBER_OF_CTI_CONNECTIONS_REACHED    | The maximum number of CTI connections was reached.                                                                      |
| static int | MSGWAITING_DESTN_INVALID                 | This error indicates that attempt to set message waiting lamp for an invalid DN; Message Waiting Destination not found. |
| static int | NO_ACTIVE_DEVICE_FOR_THIRDPARTY          | This error indicates there is no active device for thirdparty                                                           |
| static int | NO_CONFERENCE_BRIDGE                     | This error indicates that no conference bridge available                                                                |
| static int | NOT_INITIALIZED                          | This error indicates that attempt is made to open a provider before CTI initialization completes                        |
| static int | OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE | This error indicates that the operation is not available in Current state.                                              |
| static int | PROTOCOL_TIMEOUT                         | Internal error returned from call control                                                                               |
| static int | PROVIDER_ALREADY_OPEN                    | This error indicates that an attempt is made to reopen provider                                                         |
| static int | PROVIDER_CLOSED                          | Attempt to close provider while it is already closed                                                                    |
| static int | PROVIDER_NOT_OPEN                        | This error indicates that device list incomplete or device list query timeout or query aborted                          |
| static int | REDIRECT_CALL_CALL_TABLE_FULL            | This error indicates that internal error is returned from call control                                                  |
| static int | REDIRECT_CALL_DESTINATION_BUSY           | This error indicates that the redirect destination is busy                                                              |
| static int | REDIRECT_CALL_DESTINATION_OUT_OF_ORDER   | This error indicates that redirect destination is out of order                                                          |
| static int | REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT     | This error indicates a digit analys time out, this is an internal error returned from call control                      |
| static int | REDIRECT_CALL_DOES_NOT_EXIST             | This error indicates that an attempt is made to redirect a call that does not exist or is not longer active             |
| static int | REDIRECT_CALL_INCOMPATIBLE_STATE         | This error indicates that internal error is returned from call control                                                  |



| Interface  | Field                                      | Description                                                                                                                                                                                            |
|------------|--------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | REDIRECT_CALL_MEDIA_CONNECTION_FAILED      | This error indicates media connection failure, this is an internal error returned from call control                                                                                                    |
| static int | REDIRECT_CALL_NORMAL_CLEARING              | This error indicates that redirect failed because of normal call clearing                                                                                                                              |
| static int | REDIRECT_CALL_ORIGINATOR_ABANDONED         | This error indicates that far end hung up on the call being redirected                                                                                                                                 |
| static int | REDIRECT_CALL_PARTY_TABLE_FULL             | This error indicates that internal error is returned from call control                                                                                                                                 |
| static int | REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION | This error indicates that internal error is returned from call control                                                                                                                                 |
| static int | REDIRECT_CALL_PROTOCOL_ERROR               | This error indicates a protocol error, this is an internal error returned from call control                                                                                                            |
| static int | REDIRECT_CALL_UNKNOWN_DESTINATION          | This error indicates that an attempt is made to redirect to an unknown destination                                                                                                                     |
| static int | REDIRECT_CALL_UNKNOWN_ERROR                | This error indicates that internal error is returned from call control                                                                                                                                 |
| static int | REDIRECT_CALL_UNKNOWN_PARTY                | This error indicates an unknown party is detected, this is an internal error returned from call control                                                                                                |
| static int | REDIRECT_CALL_UNRECOGNIZED_MANAGER         | This error indicates that internal error is returned from call control                                                                                                                                 |
| static int | REDIRECT_CALLINFO_ERR                      | This error indicates that internal error is returned from call control                                                                                                                                 |
| static int | REDIRECT_ERR                               | This error indicates that internal error is returned from call control                                                                                                                                 |
| static int | RETRIEVEFAILED                             | This error indicates that retrieval of call was rejected by line control or call control                                                                                                               |
| static int | RETRIEVEFAILED_ACTIVE_CALL_ON_LINE         | This error indicates that error occurred in retrieving held call; because there is already another active call on the line                                                                             |
| static int | SSAPI_NOT_REGISTERED                       | This error indicates that the redirect command was issued when the internal supporting interface was not initialized; either CTI has not yet finished its initialization or an internal error occurred |
| static int | TIMEOUT                                    | This error indicates that the request has timed out.                                                                                                                                                   |
| static int | TRANSFER_INACTIVE                          | This error indicates that attempt to complete transfer, while consult transfer is not there                                                                                                            |

## Inherited Fields

| Interface  | Field                                  | Description                                                                                                                      |
|------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| static int | TRANSFERFAILED                         | This error indicates that the transfer failed probably because one of the call legs was hung up or disconnected from the far end |
| static int | TRANSFERFAILED_CALLCONTROL_TIMEOUT     | This error indicates that expected response from call control not received during a transfer                                     |
| static int | TRANSFERFAILED_DESTINATION_BUSY        | This error indicates that an attempt is made to transfer call to a busy destination                                              |
| static int | TRANSFERFAILED_DESTINATION_UNALLOCATED | This error indicates an attempt is made to to transfer call to a directory number that is not registered                         |
| static int | TRANSFERFAILED_OUTSTANDING_TRANSFER    | This error indicates that existing transfer is still in progress                                                                 |
| static int | UNDEFINED_LINE                         | This error indicates that the line that was specified, is not found on the device                                                |
| static int | UNKNOWN_GLOBAL_CALL_HANDLE             | This error indicates that the global call handle is unknown                                                                      |
| static int | UNRECOGNIZABLE_PDU                     | This error indicates that there is a QBE protocol error                                                                          |
| static int | UNSPECIFIED                            | This error indicates that an unspecified error has occurred.                                                                     |

## Inherited Fields

None

## Methods

Table 107: Methods in CiscoJtapiException

| Interface        | Method                             | Description                                                                                                  |
|------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------|
| int              | getErrorCode()                     | Returns the errorCode as an integer for this exception.                                                      |
| java.lang.String | getErrorDescription()              | Returns the detailed description of the errorCode                                                            |
| java.lang.String | getErrorDescription(int errorCode) | Deprecated<br>Use String getErrorDescription (); instead. Returns the detailed description of the errorCode. |
| java.lang.String | getErrorName()                     | Returns an exception in string format.                                                                       |

| Interface        | Method                      | Description                                                                               |
|------------------|-----------------------------|-------------------------------------------------------------------------------------------|
| java.lang.String | getErrorName(int errorCode) | Deprecated<br>Use String getErrorName (); instead. Returns an exception in string format. |

## Inherited Methods

None

## Related Documentation

See [Constant Field Values, on page 1779](#) for more information.

# CiscoMediaStreamStartedEv

Applications receive the event when they observe a device that is the target of a “addMediaStream()” invocation. This is the Agent device. This event is sent when the media begins to play on the call.

This event is only delivered to the device that invokes the original request. Multiple observers on the same address receive the events. Shared lines of the invoking device will not receive this event.

## Declaration

```
public interface CiscoMediaStreamStartedEv extends CiscoCallEv
```

## Fields

None

## Inherited Fields

None

## Methods

None

## Inherited Methods

None

# CiscoMediaStreamEndedEv

Applications receive the event when they observe a device that is the target of a “addMediaStream()” invocation. This is the Agent device. This event is sent when the media has finished playing on the call. It contains a field that it exposes if the media is played successfully, or if the end event is the result of an error.

This event is only delivered to the device that invokes the original request. Shared lines of the invoking device will not receive this event.

## Declaration

```
public interface CiscoMediaStreamEndedEv extends CiscoCallEv
```

## Fields

Table 108: Fields in CiscoMediaStreamEndedEv

| Interface  | Field                       | Description                                                                                                                               |
|------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------|
| static int | RESULT_FAILED               | This result code indicates that the CiscoMediaStreamEndedEv is received due to some failure with the request that caused it to end early. |
| static int | RESULT_SUCCESS              | This result code indicates that the CiscoMediaStreamEndedEv is received as a result of successful media streaming.                        |
| static int | RESULT_PRIMARY_CALL_DROPPED | This result code indicates that the CiscoMediaStreamEndedEv is received due to the primary call.                                          |

## Inherited Fields

None

## Methods

Table 109: Fields in CiscoMediaStreamEndedEv

| Interface | Method      | Description                                                                                                                                                                  |
|-----------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | getResult() | Returns one of the above result codes, which allows the applications to figure out if the CiscoMediaStreamEndedEv is received due to an error, or upon a successful request. |

## Inherited Methods

None

# CiscoJtapiPeer

By extending the `com.cisco.services.tracing.TraceModule` interface, `CiscoJtapiPeer` exposes trace information to applications. All instances of `JtapiPeer` objects that the Cisco JTAPI implementation creates implement this interface. Applications that want to manipulate the trace settings of the Cisco JTAPI implementation may use the `CiscoJtapiPeer.getTraceManager` method to obtain its `TraceManager` object. Applications can then manipulate the `TraceManager` object as described in the `com.cisco.services.tracing` package.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                  |
|-----------------------------------------------------|----------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.      |
| 8.5(1)                                              | Added a new API <code>getprovider()</code> . |

## Superinterfaces

`CiscoObjectContainer`, `javax.telephony.JtapiPeer`, `TraceModule`

## Declaration

```
public interface CiscoJtapiPeer extends TraceModule, javax.telephony.JtapiPeer, CiscoObjectContainer
```

## Fields

None

## Methods

*Table 110: Methods in CiscoJtapiPeer*

| Interface                         | Method                                                                 | Description                                                                                                                                                                                                   |
|-----------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>CiscoJtapiProperties</code> | <code>getJtapiProperties ()</code>                                     | Defines the various methods that applications can use to modify the parameters that the JTAPI layer will use.                                                                                                 |
| <code>void</code>                 | <code>setJtapiProperties (CiscoJtapiProperties jtapiproperties)</code> | Provides applications ability to save changes made to <code>CiscoJtapiProperties</code> in <code>jtapi.ini</code> file and activate these changes in properties for the providers in <code>JTAPIPeer</code> . |
|                                   | <code>getprovider ()</code>                                            | Enhanced to read the single sign on ticket as <code>ssoticket = "ssoticketfromAD"</code> .                                                                                                                    |

## Inherited Methods

### From Interface `com.cisco.services.tracing.TraceModule`

`getTraceManager`, `getTraceModuleName`

### From Interface `javax.telephony.JtapiPeer`

`getName`, `getProvider`, `getServices`

### From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

`getObject`, `setObject`

## Related Documentation

See `CiscoJtapiProperties` and `TraceModule` for more information.

## CiscoJtapiPeerImpl

This interface has a method called “`getProvider()`,” which is the primary way for applications to open a JTAPI provider. This method takes a “provider string,” and it was enhanced to take a new argument.

## Declaration

```
public interface CiscoJtapiPeerImpl extends ObjectContainerImpl implements CiscoJtapiPeer
```

## Fields

## Methods

*Table 111: Methods in CiscoJtapiPeerImpl*

| Interface | Method                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| provider  | <code>getProvider(String providerString)</code> | The provider string argument is a string of key or value pairs . A new key was added to this method to allow applications to specify whether to run in FIPS compliant mode. The new argument is “FIPSCompliant,” and applications should specify “true” or “false.”<br><br>Specifying any value for the FIPSCompliant parameter in the Provider String will have no affect if the provider is not configured as a secured connection. |

# CiscoJtapiProperties

Cisco Unified JTAPI behavior and functionality is tailored by many parameters which are read in from the jtapi.ini file when an instance of CiscoJtapiPeer is instantiated. These parameters are now exposed to applications for control via this CiscoJtapiProperties interface.

Applications can query the CiscoJtapiProperties properties object and change these parameters to better suit the application functionality. Exposing these properties via the CiscoJtapiProperties interface also allows applications to have a single point of administration (at the application end) for these parameters. The most visible parameters are those describing the tracing levels and tracing destinations.

## Usage

```
JtapiPeer peer = JtapiPeerFactory.getJtapiPeer (null);
if(peer instanceof CiscoJtapiPeer)
{
 CiscoJtapiProperties jProps = ((CiscoJtapiPeer)peer).getJtapiProperties ();
 jProps.setTracePath("\\D:\\Traces\\WorkFlow");
 jProps.setUseJavaConsoleTrace(false);
 MyProviderObserver providerObserver = new MyProviderObserver ();
 provider = peer.getProvider (providerName);
}
```

In the above example an application has set the Java console tracing to off and set the trace path to D:\Traces\WorkFlowApp1. When the peer is obtained an object implementing CiscoJtapiProperties is created by reading parameters set in the jtapi.ini file. If no jtapi.ini file exists in the classpath default settings are used to create this object. The parameters used by Cisco Jtapi are read in and frozen when the first getProvider () call is made.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                           |
|-----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                               |
| 8.0(1)                                              | Enhanced with methods to enable/disable the HuntList feature.                                                         |
| 8.6(1)                                              | Enhanced with methods for applications to specify a desired level of FIPS compliance when they download certificates. |

## Declaration

```
public interface CiscoJtapiProperties
```

## Fields

None

## Sample Code

```
try
{
 JtapiPeer peer = JtapiPeerFactory.getJtapiPeer (null);
 MyProviderObserver providerObserver = new MyProviderObserver ();
 provider = peer.getProvider (ipaddress;login = useid;passwd = password);
 if (provider != null)
 {
 provider.addObserver (providerObserver);
 provInService.waitTrue();
 boolean hlenabled =
 ((CiscoJtapiPeer)peer).getJtapiProperties().getHuntListEnabled();
 System.out.println("Initial state of HuntList = " + hlenabled);
 CiscoJtapiProperties cjp = ((CiscoJtapiPeer)peer).getJtapiProperties();
 cjp.setHuntListEnabled(true);
 ((CiscoJtapiPeer)peer).setJtapiProperties(cjp);
 boolean hlenabled =
 ((CiscoJtapiPeer)peer).getJtapiProperties().getHuntListEnabled();
 System.out.println("Final state of HuntList = " + hlenabled);
 }
}
```

## Methods

Table 112: Methods in CiscoJtapiProperties

| Interface          | Method                                                                                                                                        | Description                                                                                                             |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| void               | deleteCertificates(java.lang.String username, java.lang.String instanceID, java.lang.String ccmCAPFAddress, java.lang.String certificatePath) | Deletes X.509 client certificate installed for USER Instance in certificate store.                                      |
| void               | deleteSecurityPropertyForInstance(java.lang.String username, java.lang.String instanceID, java.lang.String capfIp, java.lang.String certPath) | Deletes security property from jtapi.ini file and also delete certificate previously installed for username/instanceId. |
| java.lang.String   | getAlarmServiceHostname()                                                                                                                     | Gets the alarm service host name.                                                                                       |
| int                | getAlarmServicePort()                                                                                                                         | Gets the port number for the alarm service.                                                                             |
| boolean            | getCallSecurityStatusChangedEv()                                                                                                              | Advises the application if it would receive the event CallSecurityStatusChangedEv when applicable.                      |
| int                | getCtiRequestTimeout()                                                                                                                        | Gets the timeout for cti requests, other than the provider open (seconds).                                              |
| java.lang.String[] | getDebuggingNames()                                                                                                                           | Get names of supported debugging level jtapi traces.                                                                    |
| boolean            | getDebuggingValue(java.lang.String debuggingName)                                                                                             | Get the enabled or disabled state of a debugging level trace.                                                           |
| int                | getDesiredServerHeartbeatInterval()                                                                                                           | Get the desired interval at which the CTI Manager must send heartbeats to JTAPI (seconds).                              |



| Interface           | Method                                                                             | Description                                                                                                                                                                                      |
|---------------------|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean             | getDiscConnBeforeCreatingInCPIC()                                                  | Controls the event order for the scenario when only redirected party is observed by Application This interface returns True if ConnDisconnectedEv is send before ConnCreatedEv, False otherwise. |
| java.lang.String    | getFileNameBase()                                                                  | Gets the filename for individual log files.                                                                                                                                                      |
| java.lang.String    | getFileNameExtension()                                                             | Gets the filename extension for log files.                                                                                                                                                       |
| Boolean             | getHuntListEnabled()                                                               | Returns true if HuntList is enabled else false.                                                                                                                                                  |
| int                 | getJavaSocketConnectTimeout()                                                      | Returns the value of service parameter for SOCKET CONNECT TIMEOUT in seconds.                                                                                                                    |
| int                 | getNumTraceFiles()                                                                 | Gets the number of trace files before rollover.                                                                                                                                                  |
| boolean             | getPeriodicWakeupEnabled()                                                         | Gets the enabled state of periodic wake up.                                                                                                                                                      |
| int                 | getPeriodicWakeupInterval()                                                        | Gets the interval for periodic wakeup (milliseconds).                                                                                                                                            |
| boolean             | getProcessOfferingAfterNewcallevent()                                              | Retrieves the boolean value for the jtapi.ini parameter ProcessOfferringAfterNewcallEvent'. By default this interface returns false.                                                             |
| int                 | getProviderOpenRequestTimeout()                                                    | Gets the timeout for a provider open request (seconds).                                                                                                                                          |
| int                 | getProviderOpenRetryAttempts()                                                     | Returns the value of service parameter for maximum number of reconnect attempts to CTI Manager.                                                                                                  |
| int                 | getProviderRetryInterval()                                                         | Gets the interval at which the connection to the CTI Manager will be retried (seconds).                                                                                                          |
| int                 | getQueueSizeThreshold()                                                            | Gets the threshold for the event queue size to trigger alarms.                                                                                                                                   |
| boolean             | getQueueStatsEnabled()                                                             | Gets the enabled state of event queue stats.                                                                                                                                                     |
| int                 | getRouteSelectTimeout()                                                            | Gets the route select timeout (milliseconds).                                                                                                                                                    |
| java.util.Hashtable | getSecurityPropertyForInstance()                                                   | Returns a Hash table with all the parameters set for users and InstanceIDs.<br><br>See <a href="#">User/InstanceID Hash Table, on page 449</a> for key and value pairs.                          |
| java.util.Hashtable | getSecurityPropertyForInstance(java.lang.String user, java.lang.String instanceID) | Return a Hash table with all the parameters set for users and InstanceIDs.<br><br>See <a href="#">User/InstanceID Hash Table, on page 449</a> for key and value pairs.                           |
| java.lang.String[]  | getServices()                                                                      | Returns the services that this implementation supports.                                                                                                                                          |
| java.lang.String    | getSyslogCollector()                                                               | Gets the syslog collector hostname.                                                                                                                                                              |

| Interface          | Method                                                                   | Description                                                                                                                                                       |
|--------------------|--------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                | getSyslogCollectorUDPPort()                                              | Gets the syslog collector UDP port.                                                                                                                               |
| java.lang.String   | getTraceDirectory()                                                      | Path directory where trace files will be written.                                                                                                                 |
| int                | getTraceFileSize()                                                       | Trace file size before rollover.                                                                                                                                  |
| java.lang.String[] | getTraceNames()                                                          | Gets the names of supported jtapi traces.                                                                                                                         |
| java.lang.String   | getTracePath()                                                           | Gets the path where the trace files will be located.                                                                                                              |
| boolean            | getTraceValue(java.lang.String traceName)                                | Gets the enabled or disabled state of a trace.                                                                                                                    |
| boolean            | getUpdateJtapiCalledWithOriginalCalled()                                 | Queries the parameter setting that changes Jtapi behavior on updating called address.                                                                             |
| boolean            | getUseAlarmService()                                                     | gets the enabled/disabled state of the alarm service.                                                                                                             |
| boolean            | getUseFileTrace()                                                        | Gets the enabled or disabled state of jtapi log file tracing.                                                                                                     |
| boolean            | getUseJavaConsoleTrace()                                                 | Gets the enabled or disabled state of jtapi console tracing.                                                                                                      |
| boolean            | getUseSameDir()                                                          | Causes the traces to go to a single directory if UseSameDir is true.                                                                                              |
| boolean            | getUseSyslog()                                                           | Gets the enabled or disabled state of syslog tracing.                                                                                                             |
| boolean            | IsCertificateUpdated(java.lang.String user, java.lang.String instanceID) | Provides information about where Client and Server certificates are updated for a given user/instanceID or if the Client and Server certificates are not updated. |
| void               | setAlarmServiceHostname(java.lang.String hostname)                       | Sets the alarm service host name.                                                                                                                                 |
| void               | setAlarmServicePort(int portNumber)                                      | Sets the port number the alarm service is listening on.                                                                                                           |
| void               | setCallSecurityStatusChangedEv(boolean val)                              | Enables applications to set the filter to receive CallSecurityStatusChangedEv to true or false.                                                                   |
| void               | setCtiRequestTimeout(int seconds)                                        | Sets the time out for CTI requests other than provider open (seconds).                                                                                            |
| void               | setDebuggingValue(java.lang.String debuggingName, boolean value)         | Enables or disables a particular debugging level trace.                                                                                                           |
| void               | setDesiredServerHeartbeatInterval(int seconds)                           | Sets the desired interval at which the CTI Manager must send heartbeats to JTAPI (seconds).                                                                       |
| void               | setDiscConnBeforeCreatingInCPIC(boolean val)                             | Sets event order, sent Disconnect before Connection created during redirect at redirted party.                                                                    |
| void               | setFileNameBase(java.lang.String base)                                   | Sets the filename for log files.                                                                                                                                  |
| void               | setFileNameExtension(java.lang.String extn)                              | Sets the filename extension for log files.                                                                                                                        |

| Interface | Method                                                                                                                                                                                                                                                                                                     | Description                                                                                                                                                                                                                        |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setHuntListEnabled (boolean)                                                                                                                                                                                                                                                                               | Enables the Hunt List Feature in Cisco Unified JTAPI.                                                                                                                                                                              |
| void      | setJavaSocketConnectTimeout(int timeout)                                                                                                                                                                                                                                                                   | Allows application to set the SOCKET CONNECT TIMEOUT in seconds.                                                                                                                                                                   |
| void      | setNumTraceFiles(int val)                                                                                                                                                                                                                                                                                  | Sets the number of trace files before rollover.                                                                                                                                                                                    |
| void      | setPeriodicWakeupEnabled(boolean enabled)                                                                                                                                                                                                                                                                  | Sets the enable/disable state for periodic wake up.                                                                                                                                                                                |
| void      | setPeriodicWakeupInterval(int milliseconds)                                                                                                                                                                                                                                                                | Sets the periodic wake up interval (milliseconds).                                                                                                                                                                                 |
| void      | setProcessOfferingAfterNewcallevent(boolean val)                                                                                                                                                                                                                                                           | Controls the event order for the transfer scenario when only transfer destination observed by Application and transfer is completed in offering state.                                                                             |
| void      | setProviderOpenRequestTimeout(int seconds)                                                                                                                                                                                                                                                                 | Sets the timeout for a provider open request (seconds).                                                                                                                                                                            |
| void      | setProviderOpenRetryAttempts(int retryAttempts)                                                                                                                                                                                                                                                            | Allows application to set the JTAPI Reconnect Attempts to CTI Manager.                                                                                                                                                             |
| void      | setProviderRetryInterval(int seconds)                                                                                                                                                                                                                                                                      | Sets the interval at which the connection to the CTI Manager will be retried (seconds).                                                                                                                                            |
| void      | setQueueSizeThreshold(int size)                                                                                                                                                                                                                                                                            | Sets the threshold for the event queue size to trigger alarms.                                                                                                                                                                     |
| void      | setQueueStatsEnabled(boolean enabled)                                                                                                                                                                                                                                                                      | Enables and disables event queue statistics.                                                                                                                                                                                       |
| void      | setRouteSelectTimeout(int milliseconds)                                                                                                                                                                                                                                                                    | Sets the route select timeout milliseconds.                                                                                                                                                                                        |
| void      | setSecurityPropertyForInstance(java.lang.String user, java.lang.String instanceID, java.lang.String authCode, java.lang.String tftp, java.lang.String tftpPort, java.lang.String capf, java.lang.String capfPort, java.lang.String certPath, boolean securityOption)                                       | Deprecated<br>This method is replaced by overloaded method setSecurityPropertyForInstance which takes an extra parameter certStorePassphrase, a passphrase for java key store. This method might have some security vulnerability. |
| void      | setSecurityPropertyForInstance(java.lang.String user, java.lang.String instanceID, java.lang.String authCode, java.lang.String tftp, java.lang.String tftpPort, java.lang.String capf, java.lang.String capfPort, java.lang.String certPath, boolean securityOption, java.lang.String certstorePassphrase) | Provides the application ability to downloading server/client certificate and set security property for application instance in jtapi.ini file of JTAPI.                                                                           |

| Interface | Method                                                                                                                                                                                                                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setSecurityPropertyForInstance(String user, String instanceID, String authCode, String tftp, String tftpPort, String capf, String capfPort, String certPath, boolean securityOption, String certstorePassphrase, boolean fipsCompliant)                          | This method provides applications the ability to download server/client certificate and set the security property for this application instance in the jtapi.ini file.<br><br>Specifying any value of fipsCompliant for this method will have no effect unless the securityOption is set to true.<br><br>It should be noted that this method will call updateCertificate() and updateServerCertificate(). This is the preferred way to acquire certificates. |
| void      | setServices(java.lang.String[] services)                                                                                                                                                                                                                         | Sets a list of available services.                                                                                                                                                                                                                                                                                                                                                                                                                           |
| void      | setSyslogCollector(java.lang.String value)                                                                                                                                                                                                                       | Sets the syslog collector hostname.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| void      | setSyslogCollectorUDPPort(int port)                                                                                                                                                                                                                              | Sets the syslog collector UDP port.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| void      | setTraceDirectory(java.lang.String dir)                                                                                                                                                                                                                          | Sets the directory where jtapi trace files should be written.                                                                                                                                                                                                                                                                                                                                                                                                |
| void      | setTraceFileSize(int val)                                                                                                                                                                                                                                        | Sets the size of the trace file.                                                                                                                                                                                                                                                                                                                                                                                                                             |
| void      | setTracePath(java.lang.String path)                                                                                                                                                                                                                              | Sets the directory root where jtapi traces will be written.                                                                                                                                                                                                                                                                                                                                                                                                  |
| void      | setTraceValue(java.lang.String traceName, boolean value)                                                                                                                                                                                                         | Enables or disables a particular trace.                                                                                                                                                                                                                                                                                                                                                                                                                      |
| void      | setUpdateJtapiCalledWithOriginalCalled(boolean val)                                                                                                                                                                                                              | Updates Jtapi Called information with original called once the parameter is set to true always.                                                                                                                                                                                                                                                                                                                                                              |
| void      | setUseAlarmService(boolean value)                                                                                                                                                                                                                                | Enables or disables the alarm service.                                                                                                                                                                                                                                                                                                                                                                                                                       |
| void      | setUseFileTrace(boolean value)                                                                                                                                                                                                                                   | Enables or disables jtapi log file tracing.                                                                                                                                                                                                                                                                                                                                                                                                                  |
| void      | setUseJavaConsoleTrace(boolean value)                                                                                                                                                                                                                            | Enables or disables jtapi console tracing.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| void      | setUseSameDir(boolean value)                                                                                                                                                                                                                                     | Causes the traces to go to a single directory if UseSameDir is true.                                                                                                                                                                                                                                                                                                                                                                                         |
| void      | setUseSyslog(boolean value)                                                                                                                                                                                                                                      | Enables or disables syslog tracing.                                                                                                                                                                                                                                                                                                                                                                                                                          |
| void      | updateCertificate(java.lang.String user, java.lang.String instanceID, java.lang.String authcode, java.lang.String ccmTFTPAddress, java.lang.String ccmTFTPPort, java.lang.String ccmCAPFAddress, java.lang.String ccmCAPFPort, java.lang.String certificatePath) | Deprecated<br><br>This method is replaced by overloaded method updateCertificate which takes an extra parameter certStorePassphrase, a passphrase for java key store. This method might have some security vulnerability.                                                                                                                                                                                                                                    |

| Interface | Method                                                                                                                                                                                                                                                                                                 | Description                                                                                                                                                                                                                 |
|-----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | updateCertificate(java.lang.String user, java.lang.String instanceID, java.lang.String authcode, java.lang.String ccmTFTPAddress, java.lang.String ccmTFTPPort, java.lang.String ccmCAPFAddress, java.lang.String ccmCAPFPort, java.lang.String certificatePath, java.lang.String certStorePassphrase) | Installs an X.509 client certificate for USER Instance in certificate store.                                                                                                                                                |
| void      | updateCertificate(String user, String instanceID, String authcode, String ccmTFTPAddress, String ccmTFTPPort, String ccmCAPFAddress, String ccmCAPFPort, String certificatePath, String certStorePassphrase, boolean fipsCompliant) throws Exception, IOException, UnknownHostException;               | This method downloads the client and server certificates for the specified parameters.                                                                                                                                      |
| void      | updateServerCertificate(java.lang.String ccmTFTPAddress, java.lang.String ccmTFTPPort, java.lang.String ccmCAPFAddress, java.lang.String ccmCAPFPort, java.lang.String certificatePath)                                                                                                                | Deprecated<br>This method is replaced by overloaded method updateServerCertificate which takes an extra parameter certStorePassphrase, a passphrase for java key store. This method might have some security vulnerability. |
| void      | updateServerCertificate(java.lang.String userName, java.lang.String instanceID, java.lang.String ccmTFTPAddress, java.lang.String ccmTFTPPort, java.lang.String ccmCAPFAddress, java.lang.String ccmCAPFPort, java.lang.String certificatePath, java.lang.String certStorePassphrase)                  | Installs an X.509 server certificate given certificate path.                                                                                                                                                                |
| void      | updateServerCertificate(String userName, String instanceID, String ccmTFTPAddress, String ccmTFTPPort, String ccmCAPFAddress, String ccmCAPFPort, String certificatePath, String certStorePassphrase, boolean fipsCompliant) throws Exception, IOException, UnknownHostException;                      | This method downloads the server certificates for the specified parameters. It is called by updateCertificate().                                                                                                            |

## User/InstanceID Hash Table

Table 113: User/InstanceID Hash Table

| Key                 | Value                      |
|---------------------|----------------------------|
| “user”              | userName                   |
| String "instanceID" | InstanceID                 |
| String"AuthCode"    | authCode                   |
| String "CAPF"       | capfServerIP-Address       |
| String "CAPFPort"   | capfServer IP-Address port |

| Key                        | Value                                                                |
|----------------------------|----------------------------------------------------------------------|
| String "TFTP"              | tftpServer IP-Address                                                |
| String "TFTPPort"          | tftpServer IP-Address port                                           |
| String "CertPath"          | certificate Path                                                     |
| String "securityOption"    | Boolean security option (true for enable/ false for disabled)        |
| String "certificateStatus" | Boolean certificate status (true for updated/ false for not updated) |

## Related Documentation

# CiscoLocales

This interface lists all the locales that Cisco Unified JTAPI supports.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoLocales
```

## Fields

*Table 114: Fields in CiscoLocales*

| Interface  | Field                 |
|------------|-----------------------|
| static int | LOCALE_ARABIC_ALGERIA |
| static int | LOCALE_ARABIC_BAHRAIN |
| static int | LOCALE_ARABIC_EGYPT   |
| static int | LOCALE_ARABIC_IRAQ    |
| static int | LOCALE_ARABIC_JORDAN  |
| static int | LOCALE_ARABIC_KUWAIT  |
| static int | LOCALE_ARABIC_LEBANON |

| <b>Interface</b> | <b>Field</b>                       |
|------------------|------------------------------------|
| static int       | LOCALE_ARABIC_MOROCCO              |
| static int       | LOCALE_ARABIC_OMAN                 |
| static int       | LOCALE_ARABIC_QATAR                |
| static int       | LOCALE_ARABIC_SAUDI_ARABIA         |
| static int       | LOCALE_ARABIC_TUNISIA              |
| static int       | LOCALE_ARABIC_UNITED_ARAB_EMIRATES |
| static int       | LOCALE_ARABIC_YEMEN                |
| static int       | LOCALE_BULGARIAN_BULGARIA          |
| static int       | LOCALE_CATALAN_SPAIN               |
| static int       | LOCALE_CHINESE_HONG_KONG           |
| static int       | LOCALE_CROATIAN_CROATIA            |
| static int       | LOCALE_CZECH_CZECH_REPUBLIC        |
| static int       | LOCALE_DANISH_DENMARK              |
| static int       | LOCALE_DUTCH_NETHERLAND            |
| static int       | LOCALE_ENGLISH_UNITED_KINGDOM      |
| static int       | LOCALE_ENGLISH_UNITED_STATES       |
| static int       | LOCALE_FINNISH_FINLAND             |
| static int       | LOCALE_FRENCH_FRANCE               |
| static int       | LOCALE_GERMAN_GERMANY              |
| static int       | LOCALE_GREEK_GREECE                |
| static int       | LOCALE_HEBREW_ISRAEL               |
| static int       | LOCALE_HUNGARIAN_HUNGARY           |
| static int       | LOCALE_ITALIAN_ITALY               |
| static int       | LOCALE_JAPANESE_JAPAN              |
| static int       | LOCALE_KOREAN_KOREA                |
| static int       | LOCALE_NORWEGIAN_NORWAY            |
| static int       | LOCALE_POLISH_POLAND               |
| static int       | LOCALE_PORTUGUESE_BRAZIL           |

| Interface  | Field                                 |
|------------|---------------------------------------|
| static int | LOCALE_PORTUGUESE_PORTUGAL            |
| static int | LOCALE_ROMANIAN_ROMANIA               |
| static int | LOCALE_RUSSIAN_RUSSIA                 |
| static int | LOCALE_SERBIAN_REPUBLIC_OF_MONTENEGRO |
| static int | LOCALE_SERBIAN_REPUBLIC_OF_SERBIA     |
| static int | LOCALE_SIMPLIFIED_CHINESE_CHINA       |
| static int | LOCALE_SLOVAK_SLOVAKIA                |
| static int | LOCALE_SLOVENIAN_SLOVENIA             |
| static int | LOCALE_SPANISH_SPAIN                  |
| static int | LOCALE_SWEDISH_SWEDEN                 |
| static int | LOCALE_THAI_THAILAND                  |
| static int | LOCALE_TRADITIONAL_CHINESE_CHINA      |

## Methods

None

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoMasterKeyIndicator

This interface lists the constants for Master Key Indicator.

*Table 115: Interface History*

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoMasterKeyIndicator
```



## Methods

Table 116: Methods in CiscoMonitorInitiatorInfo

| Interface        | Method        | Description                                               |
|------------------|---------------|-----------------------------------------------------------|
| static final int | NOT_AVAILABLE | Indicates that MKI (Master Key Indicator) is not present. |
| static final int | AVAILABLE     | Indicates that MKI (Master Key Indicator) is present.     |

## CiscoMediaConnectionMode

The CiscoMediaConnectionMode interface lists all of the media connection modes.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoMediaConnectionMode
```

## Fields

Table 117: Fields in CiscoMediaConnectionMode

| Interface  | Field                | Description                                            |
|------------|----------------------|--------------------------------------------------------|
| static int | NONE                 | There is no active transmit or receive channel.        |
| static int | RECEIVE_ONLY         | Only the receive channel is active.                    |
| static int | TRANSMIT_AND_RECEIVE | Both the transmit and the receive channels are active. |
| static int | TRANSMIT_ONLY        | Only the transmit channel is active.                   |

## Methods

None

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoMediaEncryptionAlgorithmType

The CiscoMediaEncryptionAlgorithmType interface indicates the SRTP algorithm type used for encryption. This interface lists all of the security indicator values that an application can get in CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv. If an application is terminating its own media on CTIPorts and Media Terminated RPs, only one of the following algorithms needs to be provided in the register API.

### Interface History

| Cisco Unified Communications Manager Release | Description          |
|----------------------------------------------|----------------------|
| 3.x                                          | Added the extension. |

## Superinterfaces

public interface CiscoMediaEncryptionAlgorithmType

## Fields

Table 118: Fields in CiscoMediaEncryptionAlgorithmType

| Inteface   | Field           | Description                                                                                                                                                                                                      |
|------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | AES_128_COUNTER | The algorithm used is based on Advanced Encryption Standard (AES), which is a computer security standard. The cryptography scheme is a symmetric block cipher that encrypts and decrypts 128-bit blocks of data. |

## Related Documentation

See [Constant Field Values](#), on page 1779 for additional information.

# CiscoMediaEncryptionKeyInfo

The CiscoMediaEncryptionKeyInfo interface lets applications get information about SRTP keys.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoMediaEncryptionKeyInfo
```

## Fields

None

## Methods

*Table 119: Methods in CiscoMediaEncryptionKeyInfo*

| Interface | Method              | Description                                                       |
|-----------|---------------------|-------------------------------------------------------------------|
| int       | getAlgorithmID()    | Returns the media encryption algorithm ID for the current stream. |
| int       | getIsMKIPresent()   | Indicates whether MKI is present.                                 |
| byte[]    | getKey()            | Returns the master key for the stream.                            |
| int       | getKeyLength()      | Returns the keyLength of the key.                                 |
| byte[]    | getSalt()           | Returns the salt key for the stream.                              |
| int       | getSaltLength()     | Returns the saltLength of the salt.                               |
| int       | keyDerivationRate() | Indicates the SRTP key derivation rate for this session.          |

## Related Documentation

See CiscoRTPInputKeyEv, CiscoRTPOutputKeyEv.

## CiscoMediaOpenIPPortEv

CiscoMediaOpenIPPortEv event is delivered only if the terminal is registered with registration type as CiscoBaseTerminal.DYNAMIC\_MEDIA\_REGISTRATION\_FOR\_GET\_PORT\_SUPPORT or CiscoBaseTerminal.STATIC\_MEDIA\_REGISTRATION\_FOR\_GET\_PORT\_SUPPORT.

### Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 8.5(1)                                              | New interface. |

### Sample Code

```
public class MyTermObserver implements implements TerminalObserver,
 CallControlTerminalObserver, AgentTerminalObserver, PhoneTerminalObserver
{
 public void termChangedEvent (TermEv[] evlist)
 {
 for(int i = 0; evlist != null && i < evlist.length; i++)
 {
 ...
 ...
 If (evlisth[i] instanceof CiscoMediaOpenIPPortEv)
 {
 CiscoMediaOpenIPPortEv ev = (CiscoMediaOpenIPPortEv)evlist[i];
 if(((CiscoBaseMediaTerminal)(ev.getTerminal()))).getRegistrationType
 = = CiscoTerminal.DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT)
 {
 System.out.println("Set RTP parameters");
 System.out.println("open the port");
 } else {
 System.out.println("Open port");
 }
 }
 }
 ...
 ...
 }
}
```

## Declaration

```
public interface CiscoMediaOpenIPPortEv
```

## Superinterfaces

NA

## Fields

NA

## Inherited Fields

NA

## Methods

Table 120: Methods in CiscoMediaOpenIPPortEv

| Interface      | Method                     |
|----------------|----------------------------|
| int            | getMediaIPAddressingMode() |
| CiscoRTPHandle | getCiscoRTPHandle()        |

### Inherited Methods

NA

## CiscoMediaOpenLogicalChannelEv

The system sends a CiscoMediaOpenLogicalChannelEv event each time that media gets established for a dynamically registered CiscoMediaTerminal or CiscoRouteTerminal. Upon receiving this event, applications must invoke setRTPParams on CiscoMediaTerminal or CiscoRouteTerminal and pass in the IP address and port number where they want to terminate the media, along with the rtpHandle that this event delivers.

Applications can get a call reference by using CiscoProvider.getCall(CiscoRTPHandle). Applications must be aware that the far end and local end may not be able to invoke features unless the setRTPParams method is invoked. If applications fail to respond to this event within the specified time, the call may get disconnected.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                   |
|-----------------------------------------------------|-----------------------------------------------|
| 7.0(1)                                              | Added the getAddressingModeForMedia() method. |
| 8.5(1)                                              | Added the isRTPRequired() method.             |

### Sample Code

```
public class MyTermObserver implements TerminalObserver,
 CallControlTerminalObserver, AgentTerminalObserver, PhoneTerminalObserver
{
 public void termChangedEvent (TermEv[] evlist)
 {
 for(int i = 0; evlist != null && i < evlist.length; i++){
 ...
 If (evlist[i] instanceof CiscoMediaOpenLogicalChannelEv)
 {
 CiscoMediaOpenLogicalChannelEv ev =
 (CiscoMediaOpenLogicalChannelEv)evlist[i];
 if(ev.isRTPRequired())
 {
 System.out.println("Set RTP parameters");
 }
 }
 }
 }
}
```

```

 } else {
 System.out.println("Do not set RTP parameters");
 }
}
...
}

```

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoMediaOpenLogicalChannelEv extends CiscoTermEv
```

## Fields

Table 121: Fields in CiscoMediaOpenLogicalChannelEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 122: Methods in *CiscoMediaOpenLogicalChannelEv*

| Interface      | Method                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------|-----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int            | getAddressingModeForMedia() | Returns int Application and could get following value for required IP Addressing Mode: <ul style="list-style-type: none"> <li>• CiscoTerminal.IP_ADDRESSING_IPv4—Means application needs to provide IPv4 format for the IP Address in setRTPParams request.</li> <li>• CiscoTerminal.IP_ADDRESSING_IPv6: Means application need to provide IPv6 format IP Address in set RTP Params request.</li> </ul>                           |
| CiscoRTPHandle | getCiscoRTPHandle()         | Returns CiscoRTPHandle object. Applications should pass this handle along with RTPParameters to CiscoMediaTerminal or CiscoRouteTerminal. Applications can get call reference using CiscoProvider.getCall If there is no callobserver or there was no callobserver when this event is delivered, then CiscoProvider.getCall may return null                                                                                       |
| int            | getMediaConnectionMode()    | Returns a CiscoMediaConnectionMode. Applications could get one of the following values: <ul style="list-style-type: none"> <li>• CiscoMediaConnectionMode.RECEIVE_ONLY—Means one-way media receive only.</li> <li>• CiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE—Means two-way media.</li> </ul> Applications should never see a value of NONE; however, if that happens, applications should ignore the event and log an error. |
| int            | getPacketSize()             | Returns the packet size of the far end, in milliseconds.<br>getPacketSize                                                                                                                                                                                                                                                                                                                                                         |

| Interface | Method           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getPayloadType() | Returns the payload format of the far end, one of the following constants: <ul style="list-style-type: none"> <li>• CiscoRTPPayload.NONSTANDARD</li> <li>• CiscoRTPPayload.G711ALAW64K</li> <li>• CiscoRTPPayload.G711ALAW56K</li> <li>• CiscoRTPPayload.G711ULAW64K</li> <li>• CiscoRTPPayload.G711ULAW56K</li> <li>• CiscoRTPPayload.G722_64K</li> <li>• CiscoRTPPayload.G722_56K</li> <li>• CiscoRTPPayload.G722_48K</li> <li>• CiscoRTPPayload.G7231</li> <li>• CiscoRTPPayload.G728</li> <li>• CiscoRTPPayload.G729</li> <li>• CiscoRTPPayload.G729ANNEXA</li> <li>• CiscoRTPPayload.IS11172AUDIOCAP</li> <li>• CiscoRTPPayload.IS13818AUDIOCAP</li> <li>• CiscoRTPPayload.ACY_G729AASSN</li> <li>• CiscoRTPPayload.DATA64</li> <li>• CiscoRTPPayload.DATA56</li> <li>• CiscoRTPPayload.GSM</li> <li>• CiscoRTPPayload.ACTIVEVOICE</li> </ul> |
| boolean   | isRTPRequired()  | Indicates if the application must set the RTP parameters upon receiving this event.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779 and `CiscoRTPParams`



# CiscoMediaSecurityIndicator

CiscoMediaSecurityIndicator gets sent in CiscoRTPInputKeyEv, CiscoRTPOutputKeyEv, and CiscoSnapshotRTPEv. It shows the call security status.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoMediaSecurityIndicator
```

## Fields

Table 123: Fields in CiscoMediaSecurityIndicator

| Interface  | Field                             | Description                                                                                                                                         |
|------------|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | MEDIA_ENCRYPT_KEYS_AVAILABLE      | Terminates the media in secure mode, and keys are available.                                                                                        |
| static int | MEDIA_ENCRYPT_KEYS_UNAVAILABLE    | Terminates the media in secure mode, but keys are not available because SRTP is not enabled in Cisco Unified Communications Manager Administration. |
| static int | MEDIA_ENCRYPT_USER_NOT_AUTHORIZED | Terminates the media in secure mode, but keys are not available because the user is not authorized to get the keys.                                 |
| static int | MEDIA_NOT_ENCRYPTED               | The media is not encrypted for this call.                                                                                                           |

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoMediaTerminal

A CiscoMediaTerminal is a special kind of CiscoTerminal that allows applications to terminate RTP media streams. Unlike a CiscoTerminal, a CiscoMediaTerminal does not represent a physical telephony endpoint, which is observable and controllable in a third-party manner. Instead, a CiscoMediaTerminal is a logical telephony endpoint, which may be associated with any application that wants to terminate media. Such applications include voice messaging systems, interactive voice response (IVR), and softphones.



**Note** Only CTIPorts appear as CiscoMediaTerminals through Cisco Unified JTAPI.

Terminating media is a two-step process. To terminate media for a particular terminal, an application first adds an observer that implements the CiscoTerminalObserver interface using the Terminal.addObserver method. Finally, the application registers the IP address and port number to which incoming RTP streams for the terminal should be directed, by using the CiscoMediaTerminal.register method.

To supply an IP address and port number dynamically on a per-call basis, applications must register by only providing the capabilities that they support. Applications must react to the CiscoMediaOpenLogicalChannelEv that gets sent whenever media gets established. Applications registering with this type must be aware that, when this event is received, the far end and the local end may not be able to perform any feature operation unless media is established. If applications fail to respond to this event within the specified time, the call may get dropped.

## Interface History

| Cisco Unified Communications Manager Release Number | Description             |
|-----------------------------------------------------|-------------------------|
| 7.1x                                                | Support added for IPv6. |

## Superinterfaces

CiscoObjectContainer, CiscoTerminal, javax.telephony.Terminal

## Declaration

```
public interface CiscoMediaTerminal extends CiscoTerminal
```

## Fields

None

## Inherited Fields

### From Interface com.cisco.jtapi.extensions.CiscoTerminal

ASCII\_ENCODING, DEVICESTATE\_ACTIVE, DEVICESTATE\_ALERTING, DEVICESTATE\_HELD, DEVICESTATE\_IDLE, DEVICESTATE\_UNKNOWN, DEVICESTATE\_WHISPER,

DND\_OPTION\_CALL\_REJECT, DND\_OPTION\_NONE, DND\_OPTION\_RINGER\_OFF, IN\_SERVICE, IP\_ADDRESSING\_MODE\_IPV4, IP\_ADDRESSING\_MODE\_IPV4\_V6, IP\_ADDRESSING\_MODE\_IPV6, IP\_ADDRESSING\_MODE\_UNKNOWN, IP\_ADDRESSING\_MODE\_UNKNOWN\_ANATRED, NOT\_APPLICABLE, OUT\_OF\_SERVICE, UCS2UNICODE\_ENCODING, UNKNOWN\_ENCODING

## Methods

Table 124: Methods in CiscoMediaTerminal

| Interface | Method                                                                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | register(java.net.InetAddress address, int port, CiscoMediaCapability[] capabilities) | <p>This method registers the MediaTerminal and returns successfully when the MediaTerminal is registered.</p> <p>The CiscoMediaTerminal must be in the CiscoTerminal.UNREGISTERED state and its Provider must be in the Provider.IN_SERVICE state.</p> <p>This method has three arguments:</p> <ul style="list-style-type: none"> <li>• The first argument specifies the internet address at which the RTP media stream for this Terminal will terminate.</li> <li>• The second indicates the UDP port at which RTP packets will be directed.</li> <li>• The final argument indicates the type of RTP encodings that the application is willing to support for this Terminal.</li> </ul> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• address—The internet address at which inbound IPv4 RTP streams on this terminal will terminate</li> <li>• port—The UDP port for inbound RTP streams on this terminal</li> <li>• capabilities—The list of the types of RTP encodings that the application supports for this terminal.</li> </ul> <p><b>Throws</b></p> <p>CiscoRegistrationException</p> |

| Interface | Method                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|-----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | register(java.net.InetAddress address, int port)                                                          | <p>Deprecated</p> <p>Registers a Terminal with the specified address and port, defaulting to G.711 64 kHz u-law encoding with a thirty-millisecond packet size.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• address—The internet address for inbound IPv4 RTP streams on this terminal</li> <li>• port—The UDP port for inbound RTP streams on this terminal</li> </ul> <p><b>Throws</b></p> <p>CiscoRegistrationException</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| void      | register(java.net.InetAddress address, int port, CiscoMediaCapability[] capabilities, int[] algorithmIDs) | <p>This method registers the MediaTerminal. Ensure that the CiscoMediaTerminal is in the CiscoTerminal.UNREGISTERED state and its Provider is in the Provider.IN_SERVICE state.</p> <p>This method returns successfully when the MediaTerminal gets registered. This method requires that the application have a TLS link established with CTIManager and have the SRTP Enabled flag enabled in Cisco Unified Communications Manager Administration for the user; otherwise, the system throws a PrivilegeViolationException.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• address—The internet address for inbound IPv4 RTP streams on this terminal</li> <li>• port—The UDP port for inbound RTP streams on this terminal</li> <li>• capabilities—The list of RTP encodings that this terminal supports</li> <li>• algorithmIDs—The SRTP algorithms that this CTIPort supports. AlgorithmIDs must be one of CiscoMediaEncryptionAlgorithmType.</li> </ul> <p><b>Throws</b></p> <p>CiscoRegistrationException<br/>javax.telephony.PrivilegeViolationException</p> |

| Interface | Method                                                                                                                                                               | Description |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| void      | register(java.net.InetAddress address, int port, CiscoMediaCapability[] capabilities, int[] algorithmIDs, java.net.InetAddress address_v6, int activeAddressingMode) |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>The CiscoMediaTerminal must be in the CiscoTerminal.UNREGISTERED state and its Provider must be in the Provider.IN_SERVICE state.</p> <p>The successful effect of this method is to register the MediaTerminal. The activeAddressingMode indicates the application IP addressing capabilities. If application specifies activeAddressingMode as CiscoTerminal.IP_ADDRESSING_MODE_IPv4, then it must also specify address.</p> <p>If application specifies activeAddressingMode as CiscoTerminal.IP_ADDRESSING_MODE_IPv6, then it must also specify address_v6.</p> <p>If application specifies activeAddressingMode as CiscoTerminal.IP_ADDRESSING_MODE_IPv4_6, then it must also specify address and address_v6.</p> <p><b>Method Arguments</b></p> <p>This method has four arguments:</p> <ul style="list-style-type: none"> <li>• The first argument specifies the internet address at which the RTP media stream for this Terminal will be terminated.</li> <li>• The second indicates the UDP port at which RTP packets will be directed.</li> <li>• The third argument indicates the type of RTP encodings that the application is willing to support for this Terminal</li> <li>• The final argument indicates SRTP algorithm that application supports.</li> </ul> <p>This method can be used only if application has TLS link established with CTIManager and if application has SRTP Enabled flag enabled in CM Admin pages for the user, otherwise PrivilegeViolationException is thrown.</p> <p><b>Method Post-conditions</b></p> <p>This method returns successfully when the MediaTerminal is registered.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• address—The internet address for inbound IPv4 RTP streams on this terminal, it can be null depending on application Addressing Mode.</li> <li>• port—The UDP port for inbound RTP streams on this terminal</li> </ul> |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <ul style="list-style-type: none"> <li>• capabilities—The list of RTP encodings supported by this terminal</li> <li>• algorithmIDs—Indicates SRTP algorithms that this CTIPort supports. AlgorithmIDs may only be one of CiscoMediaEncryptionAlgorithmType</li> <li>• address_v6—The IPv6 internet address for inbound IPv6 RTP streams on this terminal, it can be null depending upon activeAddressingMode</li> <li>• activeAddressingMode—IP Addressing mode in which application intends to register this CiscoMediaTerminal. It can be:<br/> CiscoTerminal.IP_ADDRESSING_MODE_IPv4<br/> CiscoTerminal.IP_ADDRESSING_MODE_IPv6<br/> CiscoTerminal.IP_ADDRESSING_MODE_IPv4z_v6</li> </ul> <p><b>Since: 7.0</b></p> <p><b>Throws</b><br/> CiscoRegistrationException,<br/> javax.telephony.PrivilegeViolationException</p> |

| Interface | Method                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------|-----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | register(CiscoMediaCapability[] capabilities) | <p>This method registers the MediaTerminal with the specified CiscoMediaCapabilities. Applications should use this method when they want to supply the IP address and port dynamically for each call.</p> <p>Applications that register with this method will receive a CiscoMediaOpenLogicalChannelEv for each call and must supply an IP address and port number by using the setRTPParams method on this object.</p> <p>Ensure the CiscoMediaTerminal is in the CiscoTerminal.UNREGISTERED state and its Provider is in the Provider.IN_SERVICE state.</p> <p><b>Method Arguments</b></p> <p>Arguments indicate the type of RTP encodings that the application is willing to support for this Terminal.</p> <p><b>Method Post-conditions</b></p> <p>This method returns successfully when the CiscoMediaTerminal is registered.</p> <p><b>Parameters</b></p> <p>capabilities—The list of RTP encodings that this terminal supports.</p> <p><b>Throws</b></p> <p>CiscoRegistrationException</p> |



| Interface | Method                                                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|-------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | register(CiscoMediaCapability[] capabilities, int[] algorithmIDs) | <p>This method registers a MediaTerminal with the specified CiscoMediaCapabilities and supported SRTP algorithms.</p> <p>Applications should use this method when they want to supply the IP address and port dynamically for each call and also want to specify the SRTP algorithm.</p> <p>Applications that register with this method will receive a CiscoMediaOpenLogicalChannelEv for each call and must supply the IP address and port number by using the setRTPParams method on this object.</p> <p>This form of register() also requires a second parameter that indicates which SRTP algorithm that the application supports.</p> <p>This method requires that the application have a TLS link established with CTIManager and have the SRTP Enabled flag enabled in Cisco Unified Communications Manager Administration for the user; otherwise, the system throws a PrivilegeViolationException.</p> <p>This method returns successfully when the CiscoMediaTerminal gets registered.</p> <p>Ensure the CiscoMediaTerminal is in the CiscoTerminal.UNREGISTERED state and its Provider is in the Provider.IN_SERVICE state.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>capabilities—The list of RTP encodings that this terminal supports</li> <li>algorithmIDs—The list of SRTP algorithms that this terminal supports. AlgorithmIDs must be one of CiscoMediaEncryptionAlgorithmType.</li> </ul> <p><b>Throws</b></p> <p>CiscoRegistrationException<br/>javax.telephony.PrivilegeViolationException</p> |

| Interface | Method                                                                                      | Description |
|-----------|---------------------------------------------------------------------------------------------|-------------|
| void      | register(CiscoMediaCapability[] capabilities, int[] algorithmIDs, int activeAddressingMode) |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>The CiscoMediaTerminal must be in the CiscoTerminal.UNREGISTERED state and its Provider must be in the Provider.IN_SERVICE state. The successful effect of this method is to register the MediaTerminal. It registers a Terminal with specified CiscoMediaCapabilities and supported SRTP algorithms. It also indicates that application is interested in supplying ipAddress and port dynamically for each call.</p> <p>Applications registering with this method receive CiscoMediaOpenLogicalChannelEv for each call and have to supply ipAddress and port number using setRTPParams method on this object.</p> <p>The second parameter indicates SRTP algorithm that application supports. This method can be used only if application has TLS link established with CTIManager and if application has SRTP Enabled flag enabled in Cisco Unified Communications Manager Administration for the user, otherwise PrivilegeViolationException is thrown.</p> <p><b>Method Arguments</b></p> <p>Arguments indicate the type of RTP encodings that the application is willing to support for this Terminal and the application or CTIManager failure persistence delay.</p> <p><b>Method Post-conditions</b></p> <p>This method returns successfully when the CiscoMediaTerminal is registered.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• capabilities—The list of RTP encodings supported by this terminal</li> <li>• algorithmIDs—Indicates the list of SRTP algorithms supported by this terminal. AlgorithmIDs may only be one of CiscoMediaEncryptionAlgorithmType</li> <li>• activeAddressingMode—Is the IP Addressing mode in which application intends to register this CiscoMediaTerminal. The activeAddressingMode can be: <ul style="list-style-type: none"> <li>CiscoTerminal.IP_ADDRESSING_MODE_IPv4</li> <li>CiscoTerminal.IP_ADDRESSING_MODE_IPv6</li> <li>CiscoTerminal.IP_ADDRESSING_MODE_IPv4_v6</li> </ul> </li> </ul> <p><b>Throws</b></p> |

| Interface | Method                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                  | CiscoRegistrationException<br>javax.telephony.PrivilegeViolationException                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| void      | setRTPParams(CiscoRTPHandle rtpHandle, CiscoRTPParams rtpParams) | <p>Applications must use this method when they want to set the IP address and RTP port number to dynamically stream media for a call. In this situation, the application will have registered the MediaTerminal or CiscoRouteTeminal by providing only capabilities.</p> <p>Applications must invoke this method upon receiving the CiscoCallOpenLogicalChannel on terminalObserver. Applications must pass in the rtpHandle that they receive in CiscoCallOpenLogicalChannelEv. Applications can get a CiscoCall reference by calling the CiscoProvider.getRTPHandle(rtpHandle) method.</p> <p>This method may return null if no call observer is added on the terminal, or there was no callobserver at the time when this event got sent sent, or or there is no call associated with this handle.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• rtpHandle—is obtained from. CiscoMediaCallOpenLogicalChannelEv</li> <li>• rtpParams—is of type CiscoRTPParams, which is used to specify the dynamic RTP address and port number for a media terminal on a per-call basis.</li> </ul> <p><b>Throws</b></p> javax.telephony.InvalidStateException<br>javax.telephony.InvalidArgumentException<br>javax.telephony.PrivilegeViolationException |
| void      | unregister()                                                     | <p>This method unregisters the MediaTerminal and returns successfully when the MediaTerminal gets unregistered. The CiscoMediaTerminal must be registered and its Provider must be in the Provider.IN_SERVICE state.</p> <p><b>Throws</b></p> CiscoUnregistrationException                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| boolean   | isRegistered()                                                   | <p>This method returns true if the CiscoMediaTerminal is registered and false otherwise. For a MediaTerminal, this method returns true if the MediaTerminal is InService and false if it is OutOfService. For CTIManager failure cases, this method returns false.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

| Interface | Method                  | Description                                                                                                                                                                                                                                                                                                                          |
|-----------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | isRegisteredByThisApp() | This method returns true if this application issued a successful registration request. The registration remains valid even if the device is out-of-service because of a CTIManager failure. This will get set to true until this application unregisters the device.                                                                 |
| int       | getIPAddressingMode()   | An application can invoke this API to query the IP Addressing Mode of the CiscoMediaTerminal. Addressing mode may be any of the following constants: <ul style="list-style-type: none"> <li>• CiscoTerminal.IP_ADDRESSING_IPv4</li> <li>• CiscoTerminal.IP_ADDRESSING_IPv6</li> <li>• CiscoTerminal.IP_ADDRESSING_IPv4_v6</li> </ul> |

## Inherited Methods

### From Interface `com.cisco.jtapi.extensions.CiscoTerminal`

createSnapshot, getAltScript, getDeviceState, getDNDOption, getDNDDStatus, getEMLoginUsername, getFilter, getLocale, getProtocol, getRegistrationState, getRTPInputProperties, getRTPOutputProperties, getState, getSupportedEncoding, isRestricted, sendData, setDNDDStatus, setFilter, unPark

### From Interface `javax.telephony.Terminal`

addCallObserver, addObserver, getAddresses, getCallObservers, getCapabilities, getName, getObservers, getProvider, getTerminalCapabilities, getTerminalConnections, removeCallObserver, removeObserver

### From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

getObject, setObject

## Related Documentation

See `CiscoTerminal` and `CiscoMediaOpenLogicalChannelEv.CiscoRTPParams`

## CiscoMonitorInitiatorInfo

This interface defines provides information about the monitor initiator.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoMonitorInitiatorInfo
```

## Fields

None

## Methods

*Table 125: Methods in CiscoMonitorInitiatorInfo*

| Interface        | Method                             | Description                                                                                                                                                                                                                                                 |
|------------------|------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoAddress     | getAddress()                       | Returns the monitor initiator address.                                                                                                                                                                                                                      |
| Int              | getMonitorInitiatorCallLegHandle() | Returns the call leg handle at the monitor initiator. JTAPI gets the call at the monitor target by using provider.getCall(int monitorInitiatorCallLegHandle). This method returns null if the call at the monitor initiator is not active in this provider. |
| java.lang.String | getTerminalName()                  | Returns the terminal name of the monitor initiator.                                                                                                                                                                                                         |

## Related Documentation

None

## CiscoMonitorTargetInfo

This interface provides information about the monitor target.

## Declaration

```
public interface CiscoMonitorTargetInfo
```

## Fields

None

## Methods

Table 126: Methods in CiscoMonitorTargetInfo

| Interface        | Method                          | Description                                        |
|------------------|---------------------------------|----------------------------------------------------|
| CiscoAddress     | getAddress()                    | Returns the monitor target address.                |
| Int              | getMonitorTargetCallLegHandle() | Returns the call leg handle at the monitor target. |
| java.lang.String | getTerminalName()               | Returns the terminal name of monitor target.       |

## Related Documentation

None

## CiscoMultiForkingRecorderInfo

The CiscoMultiForkingRecorderInfo interface contains the information related to the recorders.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12.5(1)                                             | <p>A new API which returns recorders details during Multi Forking Recording.</p> <p><code>CiscoMultiForkingRecorderInfo()</code></p> <p>New constants:</p> <p><code>CALL_RECORDING_MULTI_FORKING_RECORDER_TYPE_UNKNOWN</code></p> <p><code>CALL_RECORDING_MULTI_FORKING_RECORDER_TYPE_OPTIONAL_RECORDER</code></p> <p><code>CALL_RECORDING_MULTI_FORKING_RECORDER_TYPE_MANDATORY_RECORDER</code></p> <p><code>CALL_RECORDING_MULTI_FORKING_RECORDER_STATUS_UNKNOWN</code></p> <p><code>CALL_RECORDING_MULTI_FORKING_RECORDER_STATUS_SUCCESS</code></p> <p><code>CALL_RECORDING_MULTI_FORKING_RECORDER_STATUS_FAILURE</code></p> |

## Declaration

```
public interface CiscoMultiForkingRecorderInfo
```

## Methods

### Methods in CiscoMultiForkingRecorderInfo

| Interface        | Method                | Description                                                                                                                                                                                                                                                                                         |
|------------------|-----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.lang.String | getRecorderURI()      | This interface returns URI of the MultiForking recorder.                                                                                                                                                                                                                                            |
| java.lang.String | getRecorderErrorMsg() | This interface returns the error message of the MultiForking recorder.                                                                                                                                                                                                                              |
| public int       | getRecorderType()     | This interface returns the integer which denotes the type of recorder. The recorder type can be:<br><br>CALL_RECORDING_MULTI_FORKING_RECORDER_TYPE_UNKNOWN<br><br>CALL_RECORDING_MULTI_FORKING_RECORDER_TYPE_OPTIONAL_RECORDER<br><br>CALL_RECORDING_MULTI_FORKING_RECORDER_TYPE_MANDATORY_RECORDER |
| public int       | getRecorderStatus()   | This interface returns the integer which denotes the status of the recorder. The recorder status can be:<br><br>CALL_RECORDING_MULTI_FORKING_RECORDER_STATUS_UNKNOWN<br><br>CALL_RECORDING_MULTI_FORKING_RECORDER_STATUS_SUCCESS<br><br>CALL_RECORDING_MULTI_FORKING_RECORDER_STATUS_FAILURE        |

## CiscoMultiMediaCapabilityInfo

CiscoMultiMediaCapabilityInfo interface contains the multimedia capabilities of a terminal. Applications can get the video capability, telepresence interoperability, and number of screens information of the terminal using this API.

## Declaration

```
public interface CiscoMultiMediaCapabilityInfo
com.cisco.jtapi.extensions.CiscoMultiMediaCapabilityInfo
```



## Fields

Table 127: Fields in CiscoMultiMediaCapabilityInfo

| Interface        | Field                       | Description                                                                                                                                             |
|------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | VIDEO_DISABLED              | Indicates that the CiscoMultiMediaCapabilityInfo.getVideoCapability () for this terminal is CiscoMultiMediaCapabilityInfo.ENABLED.                      |
| static final int | VIDEO_ENABLED               | Indicates that the CiscoMultiMediaCapabilityInfo.getVideoCapability () for this terminal is CiscoMultiMediaCapabilityInfo.ENABLED.                      |
| static final int | TELEPRESENCEINTEROP_NONE    | Indicates that the CiscoMultiMediaCapabilityInfo.getTelepresenceInfo() for this terminal is TELEPRESENCEINTEROP_NONE.                                   |
| static final int | TELEPRESENCEINTEROP_ENABLED | Indicates that the CiscoMultiMediaCapabilityInfo.getTelepresenceInfo () for this terminal is CiscoMultiMediaCapabilityInfo.TELEPRESENCEINTEROP_ENABLED. |
| static final int | UNKNOWN                     | This field will return -1 to indicate that the video capability and telepresence interoperability is screen count is Unknown.                           |

## Methods

Table 128: Methods in MultiMediaCapabilityInfo

| Interface | Method                | Description                                                                                                                                                                                                                  |
|-----------|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getVideoCapability()  | Returns the video capability of the Terminal. The video capability can be CiscoMultiMediaCapabilityInfo.DISABLED or CiscoMultiMediaCapabilityInfo.ENABLED.                                                                   |
| int       | getTelepresenceInfo() | Returns the telepresence interoperability of the Terminal. The telepresence interoperability can be CiscoMultiMediaCapabilityInfo.TELEPRESENCEINTEROP_DISABLED or CiscoMultiMediaCapabilityInfo.TELEPRESENCEINTEROP_ENABLED. |
| int       | getScreenCount()      | Returns the number of screens present on the Terminal.                                                                                                                                                                       |

# CiscoMultiMediaConnectionMode

This interface specifies the connection mode associated with the multimedia stream.

*Table 129: Interface History*

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoMultiMediaConnectionMode
```

## Methods

*Table 130: Methods in CiscoProvTerminalMultiMediaConnectionMode*

| Interface        | Field         | Description                                         |
|------------------|---------------|-----------------------------------------------------|
| static final int | RECEIVE_ONLY  | Indicates that only the receive channel is active.  |
| static final int | TRANSMIT_ONLY | Indicates that only the transmit channel is active. |

# CiscoMultiMediaEncryptionKeyInfo

This interface contains the multi media streams encryption key information of a Terminal.

*Table 131: Interface History*

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoMultiMediaEncryptionKeyInfo
```

## Methods

Table 132: Methods in CiscoProvTerminalMultiMediaEncryptionKeyInfo

| Interface | Method            | Description                                                       |
|-----------|-------------------|-------------------------------------------------------------------|
| byte[]    | getRxKey()        | Returns the master key for the input stream.                      |
| byte[]    | getRxSalt()       | Returns the salt key for the input stream.                        |
| byte[]    | getTxKey()        | Returns the master key for the output stream.                     |
| byte[]    | getTxSalt()       | Returns the salt key for the output stream.                       |
| int       | getAlgorithmID()  | Returns the media encryption algorithm ID for the current stream. |
| int       | getRxMKIPresent() | Indicates whether MKI is present for the input stream.            |
| int       | getTxMKIPresent() | Indicates whether MKI is present for the output stream.           |

## CiscoMultiMediaProperties

This interface contains the multi media stream information of the video-capabilities on a Terminal.

Table 133: Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoMultiMediaProperties
```

## Methods

Table 134: Methods in CiscoProvTerminalMultiMediaProperties

| Interface          | Method             | Description                                           |
|--------------------|--------------------|-------------------------------------------------------|
| CiscoRTPProperties | CiscoRTPProperties | Returns the rtp properties for the multimedia stream. |

| Interface                         | Method                            | Description                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------|-----------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                               | getMultiMediaConnection Mode()    | Returns the connection mode for the multimedia stream.<br>The multimedia connection mode can be: <ul style="list-style-type: none"> <li>• CiscoMultiMediaConnectionMode. INACTIVE = 3</li> <li>• CiscoMultiMediaConnectionMode. RECEIVE_ONLY = 1;</li> <li>• CiscoMultiMediaConnectionMode. TRANSMIT_ONLY = 2</li> <li>• CiscoMultiMediaConnectionMode. TRANSMIT_AND_RECEIVE = 0</li> </ul> |
| int                               | getMultiMediaType()               | Returns the multimedia type for the multimedia stream.<br>The media type can be <ul style="list-style-type: none"> <li>• CiscoMultiMediaType. INVALID = 0</li> <li>• CiscoMultiMediaType. AUDIO = 1</li> <li>• CiscoMultiMediaType. MAIN_VIDEO = 2</li> <li>• CiscoMultiMediaType. PRESENTATION_VIDEO = 3</li> </ul>                                                                        |
| boolean                           | isKeyInfoPresent()                | Returns whether key information is present for the multimedia stream.                                                                                                                                                                                                                                                                                                                       |
| CiscoMultiMedia EncryptionKeyInfo | getMultiMediaEncryption KeyInfo() | Returns the multimedia encryption data for the multimedia stream.                                                                                                                                                                                                                                                                                                                           |
| int                               | getMultiMediaSecurity Indicator() | Indicates security indicator for the multimedia stream.<br>The security indicator can be: <ul style="list-style-type: none"> <li>• CiscoMasterKeyIndicator. NOT_AVAILABLE = 0</li> <li>• CiscoMasterKeyIndicator. AVAILABLE = 1</li> </ul>                                                                                                                                                  |

## CiscoMultiMediaStreamsInfoEv

CiscoMultiMediaStreamsInfoEv is a new interface that is being notified to applications as a Terminal Event. This interface will be delivered to terminal observers added by applications to indicate the multimedia streams information.

Table 135: Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoMultiMediaStreamsInfoEv extends CiscoTermEv
```

## Methods

Table 136: Methods in CiscoProvTerminalMultiMediaStreamsInfoEv

| Interface                   | Field           | Description                                                         |
|-----------------------------|-----------------|---------------------------------------------------------------------|
| CiscoMultiMediaProperties[] | getProperties() | Returns an array of CiscoMultiMediaProperties, one for each stream. |
| CiscoCallID                 | getCallID()     | Returns CiscoCallID.                                                |

## CiscoMultiMediaType

This interface specifies the multimedia type associated with the multimedia stream.

Table 137: Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoMultiMediaType
```

## Methods

Table 138: Methods in CiscoProvTerminalMultiMediaType

| Interface        | Field   | Description                            |
|------------------|---------|----------------------------------------|
| static final int | INVALID | The multimedia stream type is unknown. |

| Interface        | Field              | Description                                              |
|------------------|--------------------|----------------------------------------------------------|
| static final int | AUDIO              | The multimedia stream contains audio information.        |
| static final int | MAIN_VIDEO         | The multimedia stream contains video information.        |
| static final int | PRESENTATION_VIDEO | The multimedia stream contains presentation information. |

## CiscoObjectContainer

The ApplicationObject interface allows applications to associate an application-defined object to objects that implement this interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Subinterfaces

CiscoAddress, CiscoCall, CiscoCallID, CiscoConnection, CiscoConnectionID, CiscoConsultCall, CiscoIntercomAddress, CiscoJtapiPeer, CiscoMediaTerminal, CiscoProvider, CiscoRouteTerminal, CiscoTerminal, CiscoTerminalConnection

## Declaration

```
public interface CiscoObjectContainer
```

## Fields

None

## Methods

Table 139: Methods in CiscoObjectContainer

| Interface        | Method                                | Description                          |
|------------------|---------------------------------------|--------------------------------------|
| java.lang.Object | getObject()                           | Gets the application-defined object. |
| java.lang.Object | setObject(java.lang.Object reference) | Sets an application-defined object.  |

## Related Documentation

None

## CiscoOutOfServiceEv

The CiscoOutOfServiceEv event is the super class for the out-of-service events CiscoAddrOutOfServiceEv and CiscoTermOutOfServiceEv. This class defines the causes for out-of-service events.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, javax.telephony.events.Ev

## Subinterfaces

CiscoAddrOutOfServiceEv, CiscoTermOutOfServiceEv

## Declaration

```
public interface CiscoOutOfServiceEv extends CiscoEv
```

## Fields

*Table 140: Fields in CiscoOutOfServiceEv*

| Interface  | Field                     | Description                                                                     |
|------------|---------------------------|---------------------------------------------------------------------------------|
| static int | CAUSE_CALLMANAGER_FAILURE | The cause for this event is due a Cisco Unified Communications Manager failure. |
| static int | CAUSE_CTIMANAGER_FAILURE  | The cause for this event is due to a failure from CTIManager.                   |
| static int | CAUSE_DEVICE_FAILURE      | The cause for this event is a device failure.                                   |
| static int | CAUSE_DEVICE_RESTRICTED   | The cause for this event is that the device is restricted.                      |
| static int | CAUSE_DEVICE_UNREGISTERED | The cause for this event is that the device is in an unregistered state.        |

| Interface  | Field                              | Description                                                                                                         |
|------------|------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_LINE_RESTRICTED              | The cause for this event is that the line is restricted.                                                            |
| static int | CAUSE_NOCALLMANAGER_AVAILABLE      | The cause for this event is the unavailability of any Cisco Unified Communications Manager.                         |
| static int | CAUSE_REHOME_TO_HIGHER_PRIORITY_CM | The cause for this event is an to error in failback to a higher-priority Cisco Unified Communications Manager node. |
| static int | CAUSE_REHOMING_FAILURE             | The cause for this event is a failure while attempting to rehome.                                                   |
| static int | ID                                 | —                                                                                                                   |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Methods

None

## Related Documentation

See [Constant Field Values](#), on page 1779

## CiscoPartyInfo

This interface defines the party info of the call.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |



## Declaration

```
public interface CiscoPartyInfo
```

## Fields

*Table 141: Fields in CiscoPartyInfo*

| Interface  | Field                  | Description                                                                                                  |
|------------|------------------------|--------------------------------------------------------------------------------------------------------------|
| Static int | ABBREVIATED_NUMBER     | This NumberType is same as 4; it represents caller is from same Cisco Unified Communications Manager server. |
| Static int | INTERNATIONAL_NUMBER   | This NumberType is same as 0; it represents nothing is configured                                            |
| Static int | NATIONAL_NUMBER        | This NumberType is same as 1; it represents caller is INTERNATIONAL                                          |
| Static int | NET_SPECIFIC_NUMBER    | This NumberType is same as 2; it represents caller is NATIONAL                                               |
| Static int | RESERVED_FOR_EXTENSION | This NumberType is same as 6; it represents its a fast dial call - not being used currently                  |
| Static int | SUBSCRIBER_NUMBER      | This NumberType is same as 3; it represents call is from MGCP/H.323 gateway                                  |
| Static int | UNKNOWN_NUMBER         | —                                                                                                            |

## Methods

*Table 142: Methods in CiscoPartyInfo*

| Interface               | Method           | Description                                                                                                                                                                                                                  |
|-------------------------|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.Address | getAddress()     | Returns the address.                                                                                                                                                                                                         |
| boolean                 | getAddressPI()   | Returns Presentation Indicator (PI) associated with Address. If it returns true, Application can display this Address name to end users. If it returns false, Applications should not display this Address name to end user. |
| java.lang.String        | getDisplayName() | Returns display name of the party.                                                                                                                                                                                           |

| Interface        | Method                  | Description                                                                                                                                                                                               |
|------------------|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean          | getDisplaynamePI()      | Returns the PI associated with DisplayName. If it returns true, Application can display this DisplayName to end users. If it returns false, Applications should not display this DisplayName to end user. |
| int              | getLocale()             | Returns the locale of the party unicode display name.                                                                                                                                                     |
| int              | getNumberType()         | Returns number type of the party.                                                                                                                                                                         |
| java.lang.String | getUnicodeDisplayName() | Returns unicode display name of the party.                                                                                                                                                                |
| CiscoUrlInfo     | getUrlInfo()            | Returns URL Info.                                                                                                                                                                                         |
| java.lang.String | getVoiceMailbox()       | Returns voice mail box of the party.                                                                                                                                                                      |

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoPickupGroup

CiscoPickupGroup is a new interface that represents a Pickup Group at the JTAPI layer. Currently, all a PickupGroup is a pair of String objects representing the Pickup Group's DN, and the Pickup Group's Partition.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                           |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                                               |
| 8.0(1)                                              | Following APIs are added: <ul style="list-style-type: none"> <li>• getPickupGroupDN()</li> <li>• getPickupGroupPartition()</li> </ul> |

## Declaration

```
public interface CiscoPickupGroup
```

## Methods

Table 143: Methods in CiscoPickup Group

| Interface | Method                    | Description                                                                                                                                                       |
|-----------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| String    | getPickupGroupDN()        | Returns a String object that represents the number of the Pickup Group.                                                                                           |
| String    | getPickupGroupPartition() | Returns a String object that represents the partition of the Pickup Group. It returns an empty String object if this pickup group does not belong to a partition. |

## Related Documentation

None

## CiscoProvCallParkEv

CiscoProvCallParkEv event is delivered to providerobserver when a call is parked/unparked from any device in the cluster. To receive this event application should register using CiscoProvider.registerFeature() and CiscoProvFeatureID.MONITOR\_CALLPARK\_DN. User profile used by the application should have the Call Park Retrieval Allowed flag enabled to receive this event.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, CiscoProvFeatureEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoProvCallParkEv extends CiscoProvFeatureEv
```

## Fields

Table 144: Fields in CiscoProvCallParkEv

| Interface  | Field | Description |
|------------|-------|-------------|
| Static int | ID    | —           |

| Interface  | Field                    | Description                                                                                                        |
|------------|--------------------------|--------------------------------------------------------------------------------------------------------------------|
| Static int | PARK_STATE_ACTIVE        | Indicates that a call is parked.                                                                                   |
| static int | PARK_STATE_IDLE          | Indicates that a call is unparked.                                                                                 |
| static int | REASON_CALLPARK          | Indicates that this event is due to call park.                                                                     |
| static int | REASON_CALLPARKREMAINDER | Deprecated<br>This interface is deprecated due to a spelling error. Use the new interface REASON_CALLPARKREMINDER. |
| static int | REASON_CALLPARKREMINDER  | Indicates that the call is offered back to the parking party after call park reminder.                             |
| static int | REASON_CALLUNPARK        | Indicates that the call is unparked.                                                                               |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 145: Methods in CiscoProvCallParkEv

| Interface        | Method              | Description                                       |
|------------------|---------------------|---------------------------------------------------|
| int              | getIntCallIDValue() | Returns an integer representation of this object. |
| java.lang.String | getParkDN()         | Returns where the call is parked.                 |
| java.lang.String | getParkedParty()    | Returns the DN of the parked party.               |

| Interface        | Method                     | Description                                                                                                                      |
|------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| java.lang.String | getParkedPartyPartition()  | Returns the partition of the Parked Party.                                                                                       |
| java.lang.String | getParkingParty()          | Returns the DN of the parking party.                                                                                             |
| java.lang.String | getParkingPartyPartition() | Returns the partition of the Parking party.                                                                                      |
| java.lang.String | getParkPartyPartition()    | Returns the partition of park DN.                                                                                                |
| int              | getReason()                | Returns the reason of the event.                                                                                                 |
| int              | getState()                 | Returns the state of the call. Possible states are CiscoProvCallParkEv.PARK_STATE_IDLE<br>CiscoProvCallParkEv.PARK_STATE_ACTIVE. |

## Inherited Methods

### From Interface `com.cisco.jtapi.extensions.CiscoProvFeatureEv`

getFeatureID

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.ProvEv`

getProvider

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values, on page 1779](#).

## CiscoProvEv

The CiscoProvEv interface, which extends JTAPI's core `javax.telephony.events.ProvEv` interface, serves as the base interface for all Cisco-extended JTAPI Provider events. Every Provider-related event in this package extends this interface, directly or indirectly.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                              |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| 8.0(1)                                              | Added new API <code>getCiscoCause()</code> which returns the <code>CiscoCause</code> for delivering the provider events. |

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Subinterfaces

CiscoAddrActivatedEv, CiscoAddrActivatedOnTerminalEv, CiscoAddrAddedToTerminalEv, CiscoAddrCreatedEv, CiscoAddrRemovedEv, CiscoAddrRemovedFromTerminalEv, CiscoAddrRestrictedEv, CiscoAddrRestrictedOnTerminalEv, CiscoProvCallParkEv, CiscoProvFeatureEv, CiscoProvTerminalCapabilityChangedEv, CiscoRestrictedEv, CiscoTermActivatedEv, CiscoTermCreatedEv, CiscoTermRemovedEv, CiscoTermRestrictedEv,

## Declaration

```
public interface CiscoProvEv extends CiscoEv, javax.telephony.events.ProvEv
```

## Fields

None

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

| Interface        | Method                                        | Description                                                                                                                                                                                                                                   |
|------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int              | getCiscoCause ()                              | This method returns the cause to let application know why the event has been delivered.                                                                                                                                                       |
| Static final int | CiscoProvEv.CAUSE_NORMAL                      | This indicates the cause for non - EM login/logout scenarios. It will have an integer value of 0.                                                                                                                                             |
| Static final int | CiscoProvEv.CAUSE_EM_LOGIN                    | This cause indicates an EM login on a terminal with a profile that is in the application's control list and/or with a user id that matches with the user id with which application has been started. It will have an integer value of 1.      |
| Static final int | CiscoProvEv. CAUSE_EM_LOGOUT                  | This cause indicates an EM logout from a terminal with the profile that is in the application's control list and/or with a user id that matches with the user id with which application has been started. It will have an integer value of 2. |
| Static final int | CiscoProvEv. CAUSE_EM_LOGIN_PROFILE_ADD       | This cause indicates a case where profile is added to the control list when it is already logged into a terminal. It will have an integer value of 3.                                                                                         |
| Static final int | CiscoProvEv.<br>CAUSE_EM_LOGIN_PROFILE_REMOVE | This cause indicates a case where profile is removed from the control list when it is already logged into a terminal. It will have an integer value of 4.                                                                                     |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.ProvEv`

getProvider

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## CiscoProvFeatureEv

The CiscoProvFeatureEv interface extends the `com.cisco.jtapi.extensions.CiscoProvEv` interface for provider events.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

**Superinterfaces**

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

**Subinterfaces**

CiscoProvCallParkEv

**Declaration**

```
public interface CiscoProvFeatureEv extends CiscoProvEv
```

**Fields**

None

**Inherited Fields****From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN



## Methods

Table 146: Methods in CiscoProvFeatureEv

| Interface | Method         | Description                                                       |
|-----------|----------------|-------------------------------------------------------------------|
| int       | getFeatureID() | The feature ID for which the application wants to receive events. |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.ProvEv

getProvider

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See CiscoProvEv.

ProvEv.

## CiscoProvFeatureID

This interface lists the features that registerFeature supports.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                                                                                                                                                                                                                                                      |
| 7.1(3)                                              | Interface is enhanced to allow application register to get CiscoProvTerminalRegisteredEv and CiscoProvTerminalUnRegisteredEv events when terminal register and unregister respectively. CiscoProvTerminalRegisteredEv and CiscoProvTerminalUnRegisteredEv will be delivered to Provider observer when application registers for this feature |

## Declaration

```
public interface CiscoProvFeatureID
```

## Fields

Table 147: Fields in CiscoProvFeatureID

| Interface               | Field                                     | Description                                                                                                                                               |
|-------------------------|-------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int              | MONITOR_CALLPARK_DN                       | Used in the registerFeature interface in CiscoProvider to receive CiscoProvCallParkEv when a call gets parked or unparked from any device in the cluster. |
| public static final int | TERMINAL_REGISTER_UNREGISTER_EVENT_NOTIFY | Application can use to this to receive CiscoProvTerminalRegisteredEv and CiscoProvTerminalUnRegisteredEv                                                  |

### Sample Code

To register for Terminal Register and Unregister event notification:

```
try{JtapiPeer peer = JtapiPeerFactory.getJtapiPeer (null);
} catch (JtapiPeerUnavailableException e){
}

MyProviderObserver providerObserver = new MyProviderObserver ();
Try{
 provider = peer.getProvider (ipaddress;login = useid;passwd = password);
} catch (ProviderUnavailableException exp){
}
 if (provider != null) {
 provider.addObserver (providerObserver);
 provInService.waitTrue();
 System.out.println("Enabling Register and Unregister events ");
 try{
 ((CiscoProvider)provider).registerFeature(CiscoProvFeatureID.
 TERMINAL_REGISTER_UNREGISTER_EVENT_NOTIFY);
 } catch (InvalidStateException ec){
 }
 }
}
```

// CiscoProvTerminalRegisteredEv and CiscoProvTerminalUnRegisteredEv are delivered to Provider Observer.

```
class MyProviderObserver implements ProviderObserver {
 public synchronized void providerChangedEvent (ProvEv [] eventList) {
```

```

try {
 if (eventList != null) {
 for (int i = 0; i < eventList.length; i++) {
 if (eventList[i] instanceof CiscoProvTerminalRegisteredEv){
 CiscoProvTerminalRegisteredEv ev = (CiscoProvTerminalRegisteredEv)

 eventList[i];
 System.out.println(ev.getTerminal().getName() + " registered with
CUCM");
 }
 }
 } catch (Exception eee){
 }
}

```

## Methods

None

## Related Documentation

See [Constant Field Values, on page 1779](#).

# CiscoProvPickupCallAlertEv

CiscoProvPickupCallAlertEvent is a new interface being added with Call Pickup feature development. This event is fired whenever there is a call to be picked up in a pickup group that the provider is observing. See previous changes to CiscoProvider for information about how to register to observe a pickup group.

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 8.0(1)                                              | New interface. |

## Declaration

```
public interface CiscoProvPickupCallAlertEvent extends CiscoProvEv
```

## Methods

*Table 148: Methods of CiscoProvPickupCallAlertEv*

| Interface   | Method                    | Description                                                                      |
|-------------|---------------------------|----------------------------------------------------------------------------------|
| String      | getPickupGroupNumber()    | This method returns the Pickup Group Number for which this event is being fired. |
| String      | getPickupGroupPartition() | This method returns the Pickup Group Number for which this event is being fired. |
| CiscoCallID | getCallID()               | This method returns the Call ID for the ringing call.                            |

| Interface      | Method                | Description                                                                                                                                                                                                                                |
|----------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoPartyInfo | getCallingPartyInfo() | This method returns a CiscoPartyInfo representing the calling party. CAVEAT: Currently, if the calling party is from out of cluster (External), it will still report as being Internal on the Address object inside of the CiscoPartyInfo. |
| CiscoPartyInfo | getCalledPartyInfo()  | This method returns a CiscoPartyInfo representing the called party.                                                                                                                                                                        |

## CiscoProvTerminalIPAddressChangedEv

This interface will be delivered to provider observers added by applications whenever the IP address of a terminal changes without the terminal getting unregistered.

### Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 9.0(1)                                              | New interface. |

## Declaration

```
public interface CiscoProvTerminalIPAddressChangedEv extends CiscoProvEv
```

## Fields

Table 149: Fields in CiscoProvTerminalIPAddressChangedEv

| Interface       | Field                 | Description                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| public Terminal | getTerminal()         | Returns the Terminal that registered with Cisco Unified Communication Manager.                                                                                                                                                                                                                                                                                           |
| public int      | getIPAddressingMode() | Returns the active IP Addressing mode of the terminal after the change. Based on this value, applications can query either the Ipv4 or the Ipv6 address of the terminal.<br><br>Addressing mode may be any of the following constants:<br><br>CiscoTerminal.IP_ADDRESSING_MODE_IPv4<br>CiscoTerminal.IP_ADDRESSING_MODE_IPv6<br>CiscoTerminal.IP_ADDRESSING_MODE_IPv4_v6 |

| Interface          | Field            | Description                                                                                                                                               |
|--------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| public InetAddress | getIPv4Address() | Returns the IPv4 address of the terminal.<br>If the addressing mode is <code>CiscoTerminal.IP_ADDRESSING_MODE_IPv6</code> , this method will return null. |
| public InetAddress | getIPv6Address() | Returns the IPv6 address of the terminal.<br>If the addressing mode is <code>CiscoTerminal.IP_ADDRESSING_MODE_IPv4</code> , this method will return null. |

## Methods

None

## Related Documentation

None

# CiscoProvTerminalMultiMediaCapabilityChangedEv

`CiscoProvTerminalMultiMediaCapabilityChangedEv` is a new interface that is notified to application as a Provider Event. when the video capability of the terminal changes, this interface is delivered to the provider observers added by applications.

*Table 150: Interface History*

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoProvTerminalMultiMediaCapabilityChangedEv
com.cisco.jtapi.extensions.CiscoProvTerminalMultiMediaCapabilityChangedEv
```

## Methods

*Table 151: Methods in CiscoProvTerminalMultiMediaCapabilityChangedEv*

| Interface | Method        | Description                                                      |
|-----------|---------------|------------------------------------------------------------------|
| Terminal  | getTerminal() | This API returns the Terminal that is registered with Cisco UCM. |

| Interface | Method               | Description                                                                                                                                                                                                                   |
|-----------|----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getVideoCapability() | This returns the video capability of the Terminal. The video capability can be: <ul style="list-style-type: none"> <li>• CiscoMultiMediaCapabilityInfo.NONE</li> <li>• CiscoMultiMediaCapabilityInfo.VIDEO_ENABLED</li> </ul> |

## CiscoProvTerminalRegisteredEv

This event is delivered to provider observer whenever a terminal registers with Cisco Unified Communication Manager. To receive this event, the application must use registerFeature API with CiscoFeatureID. TERMINAL\_REGISTER\_UNREGISTER\_EVENT\_NOTIFY. This event is delivered if a Terminal registers to Cisco Unified Communication Manager after the application registers for the feature using registerFeature API. During initialization time and JTAPI failover time the application can see this event for some the Terminals in the control list.

### Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 7.1(3)                                              | New interface. |

## Declaration

```
public interface CiscoProvTerminalRegisteredEv extends CiscoProvEv.
```

## Fields

Table 152: Fields in CiscoProvTerminalRegisteredEv

| Interface | Field         | Description                                                                     |
|-----------|---------------|---------------------------------------------------------------------------------|
| Terminal  | getTerminal() | Returns the terminal that registered with Cisco Unified Communications Manager. |

## Methods

None

## Related Documentation

None

# CiscoProvTerminalUnRegisteredEv

This event is delivered to provider observer when ever a terminal unregisters from Cisco Unified Communication Manager. To receive this event, the application must use the registerFeature API with CiscoFeatureID. TERMINAL\_REGISTER\_UNREGISTER\_EVENT\_NOTIFY.

## Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 7.1(3)                                              | New interface. |

## Declaration

```
public interface CiscoProvTerminalUnRegisteredEv extends CiscoProvEv.
```

## Fields

Table 153: Fields in CiscoProvTerminalRegisteredEv

| Interface                                                                                                | Field                                                                                                                                       | Description                                                                                                                                                                                                                                                                        |
|----------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Terminal                                                                                                 | getTerminal()                                                                                                                               | Returns the terminal that un-registered with Cisco Unified Communications Manager.                                                                                                                                                                                                 |
| public final static int<br>public final static int<br>public final static int<br>public final static int | <ul style="list-style-type: none"> <li>• REASON_UNKNOWN</li> <li>• REASON_RESET</li> <li>• REASON_LOGIN</li> <li>• REASON_LOGOUT</li> </ul> | <ul style="list-style-type: none"> <li>• Indicates Terminal un-registered for unknown reason</li> <li>• Indicates Terminal un-registered due to rest</li> <li>• Indicates Terminal un-registered due to login</li> <li>• Indicates Terminal un-registered due to logout</li> </ul> |
| Int                                                                                                      | getReason()                                                                                                                                 | Returns the reason of un-register. The return value is one of the above defined reasons.                                                                                                                                                                                           |

## Methods

None

## Related Documentation

None

# CiscoProvider

The CiscoProvider interface extends the Provider interface with additional Cisco capabilities.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8.0(1)                                              | Enhanced to have the following: <ul style="list-style-type: none"> <li>• New API registerPickupAlert(String pickupDn, String pickupPartition)</li> <li>• unregisterPickupAlert(String pickupDn, String pickupPartition) which allow the application to register and unregister for the reception of Call Pickup events.</li> <li>• CiscoProvPickupCallAlertEvent, which is a provider event what the application receives when they register for events using the previously mentioned API</li> <li>• ProviderCallPickupRegistrationClosedEv, which is a provider event used to alert the application if something happens that would close the registration event, such as the pickup group being removed from the CUCM admin panel.</li> </ul> |
| 10.0(1)                                             | A new method is added: getClusterID() this returns the clusterID enterprise parameter configured for the cluster as a string.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Superinterfaces

CiscoObjectContainer, javax.telephony.Provider.

## Declaration

```
public interface CiscoProvider extends javax.telephony.Provider, CiscoObjectContainer
```

## Fields

None

## Inherited Fields

**From Interface javax.telephony.Provider**

IN\_SERVICE, OUT\_OF\_SERVICE, SHUTDOWN



## New Error Codes

### CTIERR\_ALREADY\_REGISTERED

This error code indicates that the Pickup Group attempting to be registered for has already been registered by this provider.

### CTIERR\_REGISTRATION\_NOT\_FOUND

This error code indicates that an unregister attempt failed because the Pickup Group specified was not registered for previously.

### CTIERR\_INVALID\_PICKUPGROUP

This error code indicates that the Pickup Group specified in the register or unregister event is not valid.

## Methods

Table 154: Methods in CiscoProvider

| Interface     | Method                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoTerminal | createTerminal<br>(java.lang.String name) | <p>Returns an instance of the CiscoTerminal class which corresponds to the given name. Application must have sufficient capability otherwise PrivilegeViolationException gets thrown CiscoProvider.createTerminal().</p> <p><b>Pre-conditions</b><br/>this.getState() == Provider.IN_SERVICE</p> <p><b>Post-conditions</b><br/>Create CiscoTerminal corresponding to name; terminal is an element of this.getTerminals().</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>name—The name of desired CiscoTerminal object.</li> </ul> <p><b>Throws</b></p> <p>javax.telephony.InvalidArgumentException—The name provided does not correspond to a name of any CiscoMediaTerminal known to the Provider or within the Provider's domain.</p> <p>javax.telephony.InvalidStateException—The provider is not inService.</p> <p>PrevedlegeVoilationException—The provider does not have sufficient capbilitly i.e. CiscoProviderCapabilities.canObserveAnyTerminal() returns false call.getState() == Call.INVALID</p> |

| Interface               | Method                                                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------|------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void                    | deleteTerminal<br>(CiscoTerminal terminal)                       | <p>Removes the CiscoTerminal Object from providers control. Application must have created this terminal using Provider.createTerminal() interface otherwise PriviledgeVoilationException gets thrown. CiscoProvider.deleteTerminal().</p> <p><b>Pre-conditions</b><br/>this.getState() == Provider.IN_SERVICE</p> <p><b>Post-conditions</b><br/>CiscoTerminal Object deleted from providers list of terminal. Terminal is not element of this.getTerminals() any more and Addresses belonging to terminal get deleted.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>terminal—The referece to the desired CiscoTerminal object to be deleted.</li> </ul> <p><b>Throws</b><br/>javax.telephony.InvalidArgumentException—The terminal provided is not element of this.getTerminals() or terminal is not provider domain.<br/>PrivilegeViolationException—The terminal given in the argument is not a terminal created using Provider.createTerminal() method. Applications can delete only those terminal which are created using Provider.createTerminal() interface.</p> |
| javax.telephony.Address | getAddress (java.lang.String number, java.lang.String partition) | <p>Returns an address object corresponding to the number and partition that is passed in the method. The address object will be unique for a particular number, partition combination.</p> <p><b>Throws</b><br/>javax.telephony.InvalidArgumentException</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| int                     | getAppDSCPValue ()                                               | <p>Gets the DSCP value from the provider by using CiscoProvider.getAppDSCPValue().</p> <p><b>Pre-conditions</b><br/>this.getState() == Provider.IN_SERVICE</p> <p><b>Post-conditions</b><br/>The method will return the integer value of the DSCP value for applications set by CTI.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CiscoCall               | getCall (CiscoRTPHandle rtpHandle)                               | <p>Returns call object with the RTPHandle associated with a specific terminal.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Interface              | Method                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCall              | getCall (int calleg)       | Returns CiscoCall present in provider domain and the call object with the RTPHandle associated with a specific terminal. This method may return null if this RTPHandle is no longer associated with any call or if there was no callObserver added on the terminal at the time when CiscoCallOpenLogicalChannelEv which contained this handle is sent to applications.<br><br><b>Throws</b><br>javax.telephony.InvalidStateException |
| boolean                | getCallbackGuardEnabled () | None                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| boolean                | isFIPSCompliantJTAPI ()    | Returns true if JTAPI is running in FIPS Compliance mode. This means that the application has explicitly requested FIPS compliance, and that the libraries are running properly.                                                                                                                                                                                                                                                     |
| boolean                | isFIPSCompliantCUCM ()     | Returns true if the Unified CM server is running in FIPS Compliance mode.                                                                                                                                                                                                                                                                                                                                                            |
| CiscoIntercomAddress[] | getIntercomAddresses ()    | Returns array of CiscoInterComAddress present in provider domain.                                                                                                                                                                                                                                                                                                                                                                    |

| Interface          | Method                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoMediaTerminal | getMediaTerminal<br>(java.lang.String name) | <p>Returns an instance of the CiscoMediaTerminal class which corresponds to the given name. Each CiscoMediaTerminal has a unique name associated with it, which is assigned to it by the JTAPI implementation.</p> <p>If no CiscoMediaTerminal is available for the given name within the Provider domain, this method throws the InvalidArgumentException.</p> <p>This CiscoMediaTerminal is contained in the arrays generated by Provider.getTerminals() and CiscoProvider.getMediaTerminals().</p> <p><b>Pre-conditions</b></p> <p>Let CiscoMediaTerminal terminal = this.getMediaTerminal(name); terminal is an element of this.getTerminals(); terminal is an element of this.getMediaTerminals();</p> <p><b>Post-conditions</b></p> <p>Let CiscoMediaTerminal terminal = this.getMediaTerminal(name); terminal is an element of this.getTerminals(); terminal is an element of this.getMediaTerminals();</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• name—The name of desired CiscoMediaTerminal object.</li> </ul> <p><b>Throws</b></p> <p>javax.telephony.InvalidArgumentException—The name provided does not correspond to a name of any CiscoMediaTerminal known to the Provider or within the Provider domain.</p> |

| Interface            | Method                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoMediaTerminal[] | getMediaTerminals ()            | <p>Returns an array of CiscoMediaTerminals associated with the Provider and within the Provider local domain.</p> <p>Each CiscoMediaTerminal possesses a unique name, which is assigned to it by the JTAPI implementation.</p> <p>If there are no CiscoMediaTerminals associated with this Provider, then this method returns null.</p> <p>This array is a subset of the array returned by Provider.getTerminals().</p> <p><b>Post-conditions</b></p> <p>Let CiscoMediaTerminal[] terminals = this.getMediaTerminals() terminals == null or terminals.length &gt;= 1 if terminals != null, terminals is a subset of this.getTerminals ()</p> <p><b>Throws</b></p> <p>javax.telephony.ResourceUnavailableException—Indicates the number of media terminals present in the Provider is too great to return as a static array.</p> |
| CiscoPickupGroup[]   | getRegisteredPickupGroups ()    | <p>This method returns an array of CiscoPickupGroup objects that represents all of the Pickup Groups that this provider is currently registered to observe.</p> <p><b>Parameters</b></p> <p>A String object that represents the number of the Pickup Group to be registered for, and another String object that represents the partition that the Call Pickup Group is in.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| java.lang.String     | getVersion ()                   | None                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| void                 | registerFeature (int featureID) | <p>Registers a particular feature for which application gets Provider events. Applications should pass in the featureID of the softkey. Current supported features are listed in CiscoProvFeatureID interface.</p> <p><b>Throws</b></p> <p>javax.telephony.InvalidStateException<br/>         javax.telephony.PrivilegeViolationException<br/>         javax.telephony.InvalidArgumentException</p>                                                                                                                                                                                                                                                                                                                                                                                                                             |

| Interface | Method                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | registerPickupAlert (String pickupDN, String pickupPartition) | <p>This method tells the Provider to register for receiving Call Pickup events. After this method is called, Call Pickup events for the specified Call Pickup Group will be sent to all JTAPI observers under this provider.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• A String object that represents the number of the Pickup Group to be registered for, and another String object that represents the partition that the Call Pickup Group is in.</li> <li>• The pickupPartition can be passed in as an empty String (“”) or null if the pickup group does not exist in any partition.</li> <li>• An application can use the new CiscoPickupGroup object in place of the pair of Strings for either method.</li> </ul> |
| void      | registerPickupAlert (CiscoPickupGroup pickupGroup)            | <p>This method tells the Provider to register for receiving Call Pickup events. After this is called, Call Pickup events for the specified Call Pickup Group will be sent to all JTAPI observers under this provider.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• A String object that represents the number of the Pickup Group to be registered for, and another String object that represents the partition that the Call Pickup Group is in.</li> <li>• The pickupPartition can be passed in as an empty String (“”) or null if the pickup group does not exist in any partition.</li> <li>• An application can use the new CiscoPickupGroup object in place of the pair of Strings for either method.</li> </ul>        |

| Interface | Method                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Void      | setCallbackGuardEnabled<br>(boolean enabled) | <p>Enables or disables try/catch logic for observer callbacks. In order to protect itself from application exceptions in observer callbacks, the Provider normally guards all invocations of application interfaces (e.g. observers) with the following code:</p> <pre data-bbox="935 489 1495 594">try {observer.callStateChanged ( ... ); } catch ( Throwable t ) { // log the exception here }</pre> <p>This isolates application errors from the JTAPI implementation, allowing easier troubleshooting, since the JTAPI implementation can note the unhandled exception and continue operating.</p> <p>Some errors are considered non-recoverable and will be re-thrown by JTAPI, generally resulting in application exit. Such errors include ThreadDeath, OutOfMemoryError, and StackOverflowError.</p> <p>Applications wishing to trap errors within JTAPI threads should create a subclass of ThreadGroup and initialize JTAPI from a thread within that ThreadGroup.</p> <p>By overriding the ThreadGroup.uncaughtException () method, the application can be made aware of all unrecoverable errors thrown on JTAPI threads. In some cases, JTAPI's aggressive error-catching approach may make it more difficult to troubleshoot applications within a java debugger.</p> <p>Microsoft Visual J++ version 6.0, for example, does not handle breakpoints within application observer callbacks properly if JTAPI catches Throwable. In such cases, JTAPI application developers may choose to disable the internal JTAPI try/catch logic.</p> <p><b>Note</b> Disabling callback guards in this manner is only intended for use while troubleshooting applications, and never for use in production environments. By default, callback guards are always enabled.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• enabled—if true, callback guard will be enabled; if false, callback guard will be disabled.</li> </ul> |
| Void      | unregisterFeature (int featureID)            | Unregisters a particular feature.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Interface             | Method                                                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Void                  | unregisterPickupAlert (String pickupDN, String pickupPartition) | <p>This method will tell the Provider to unregister for receiving Call Pickup events. After this is called, Call Pickup events for the specified Call Pickup Group will no longer be sent to all JTAPI observers under this provider.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• A String object that represents the number of the Pickup Group to be registered for, and another String object that represents the partition that the Call Pickup Group is in.</li> <li>• The pickupPartition can be passed in as an empty String (“”) or null if the pickup group does not exist in any partition.</li> <li>• An application can use the new CiscoPickupGroup object in place of the pair of Strings for either method.</li> </ul> |
| Void                  | unregisterPickupAlert (CiscoPickupGroup pickupGroup)            | <p>This method will tell the Provider to unregister for receiving Call Pickup events. After this is called, Call Pickup events for the specified Call Pickup Group will no longer be sent to all JTAPI observers under this provider.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• A String object that represents the number of the Pickup Group to be registered for, and another String object that represents the partition that the Call Pickup Group is in.</li> <li>• The pickupPartition can be passed in as an empty String (“”) or null if the pickup group does not exist in any partition.</li> <li>• An application can use the new CiscoPickupGroup object in place of the pair of Strings for either method.</li> </ul> |
| CiscoRemoteTerminal[] | getRemoteTerminals ()                                           | <p>This method returns an array of CiscoRemoteTerminal associated with the Provider and within the Provider's domain. Each CiscoRemoteTerminal possesses a unique name, which is assigned to it by the JTAPI implementation. If there are no CiscoRemoteTerminals associated with this Provider, this API will return null. This array is a subset of the array returned by Provider.getTerminals().</p>                                                                                                                                                                                                                                                                                                                                                        |



| Interface           | Method                          | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRemoteTerminal | getRemoteTerminal (String name) | This method returns an instance of the CiscoRemoteTerminal class which corresponds to the given name. Each CiscoRemoteTerminal has an unique name associated to it, which is assigned by the JTAPI implementation. If no CiscoRemoteTerminal is available for the given name within the Provider's domain, this API throws the InvalidArgumentException. This CiscoRemoteTerminal is contained in the arrays generated by Provider.getTerminals() and CiscoProvider.getRemoteTerminals(). |
| String              | getClusterID ()                 | This method returns the clusterID enterprise parameter configured for the cluster as a string. If this enterprise parameter is changed CTIManager service and other Cisco Communication Manager services need to be restarted.<br><br><b>Pre-conditions</b><br>Provider.getState() == Provider.IN_SERVICE<br><br>If pre-condition is not met, InvalidStateException is thrown.<br><br>Default value is StandAloneCluster.                                                                 |

## Inherited Methods

### From Interface `javax.telephony.Provider`

addObserver, createCall, getAddress, getAddressCapabilities, getAddressCapabilities, getAddresses, getCallCapabilities, getCallCapabilities, getCalls, getCapabilities, getConnectionCapabilities, getConnectionCapabilities, getName, getObservers, getProviderCapabilities, getProviderCapabilities, getState, getTerminal, getTerminalCapabilities, getTerminalCapabilities, getTerminalConnectionCapabilities, getTerminalConnectionCapabilities, getTerminals, removeObserver, shutdown

### From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

getObject, setObject

## Related Documentation

None

# CiscoProviderCapabilities

This interface defines the Cisco-specific provider capabilities that Cisco Unified JTAPI offers.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                  |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Added support for the method <code>canSupportIPv6()</code> .                                                                                                                                                                                                                                                                                                                 |
| 8.0(1)                                              | Enhanced by adding new API <code>canAutoPickup()</code> , which lets the application determine whether or not the CUCM service parameter “Auto Call Pickup Enabled” is set to true or false. This service parameter has an impact on the events and behavior of Call Pickup, and applications can use this new API to determine if it’s enabled or not, and act accordingly. |

## Superinterfaces

`javax.telephony.capabilities.ProviderCapabilities`

## Declaration

```
public interface CiscoProviderCapabilities extends javax.telephony.capabilities.ProviderCapabilities
```

## Methods

*Table 155: Methods in CiscoProviderCapabilities*

| Interface | Method                       | Description                                                                                                                            |
|-----------|------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | <code>canAutoPickup()</code> | This method returns a boolean value representing whether or CUCM service parameter “Auto Call Pickup Enabled” is set to true or false. |

| Interface | Method                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | canObserveAnyTerminal()                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | This method checks whether the user has been provisioned in the Cisco Unified Communications Manager with the privilege to observe any Terminal (and its addresses) in the system. Such Terminals and Addresses do not get returned as part of the list that JTAPI initializes at startup. The provider obtained with the login for a user with such privileges can be determined from the canObserverAnyTerminal method call in ProviderCapabilities. Returns True if the user can observe any Terminal in the system, or false if the user can only observe Terminals and Addresses in the control list. |
|           | <b>Example</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|           | <pre> Provider p = peer.getProvider( loginString ); ProviderCapabilities caps = p.getCapabilities (); if ( caps instanceof CiscoProviderCapabilities ) { boolean canObserveAnyTerminal = ((CiscoProviderCapabilities)caps).canObserveAnyTerminal (); boolean canMonitorParkDN = ((CiscoProviderCapabilities)caps).canMonitorParkDNs (); boolean canModifyCallingPN = ((CiscoProviderCapabilities)caps).canModifyCallingParty (); boolean canRecordCalls = ((CiscoProviderCapabilities)caps).canRecord(); boolean canMonitorCalls = ((CiscoProviderCapabilities)caps).canMonitor(); } </pre> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| boolean   | canMonitorParkDNs()                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | This method checks whether the user has been provisioned in the Cisco Unified Communications Manager to monitor park DN. Returns True if the user can monitor park DN, or false otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                 |
| boolean   | canModifyCallingParty()                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | This method checks whether the user has been provisioned in the Cisco Unified Communications Manager to modify the calling party number of a call. Returns True if the user can modify the calling party number, or false otherwise.                                                                                                                                                                                                                                                                                                                                                                       |
| boolean   | canRecord()                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | This method checks whether the user has been provisioned in the Cisco Unified Communications Manager to record calls. Only users in 'Standard CTI Allow Call Recording' user group can record calls. Returns True if the user belongs to the group.                                                                                                                                                                                                                                                                                                                                                        |
| boolean   | canMonitor()                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | This method checks whether a user has been provisioned in the Cisco Unified Communications Manager to monitor calls. Only users in 'Standard CTI Allow Call Monitoring' user group can initiate call monitoring request. Returns True if the user belongs to the group.                                                                                                                                                                                                                                                                                                                                    |

| Interface | Method           | Description                                                                                       |
|-----------|------------------|---------------------------------------------------------------------------------------------------|
| boolean   | canSupportIPv6() | This interface returns true if Enterprise Parameter “Enable IPv6” is enabled and false otherwise. |

## Inherited Methods

From Interface `javax.telephony.capabilities.ProviderCapabilities`

`isObservable`

## Related Documentation

See `canObserveAnyTerminal()`.

# CiscoProviderCapabilityChangedEv

Application provider observers receive this event when a user gets added or removed from user groups (capability) in Cisco Unified Communications Manager. The methods for this event let you check which capabilities changed.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                           |
|-----------------------------------------------------|-------------------------------------------------------|
| 7.1(1 and 2)                                        | Added <code>hasIPv6CapabilityChanged()</code> method. |

## Declaration

```
public interface CiscoProviderCapabilityChangedEv
```

## Fields

*Table 156: Fields in CiscoProviderCapabilityChangedEv*

| Interface  | Field       | Description                                                                                      |
|------------|-------------|--------------------------------------------------------------------------------------------------|
| static int | ID          | None                                                                                             |
| static int | MODIFY_CGPN | Deprecated<br>This constant is not returned by any interface, should not be used by application. |

| Interface  | Field          | Description                                                                                      |
|------------|----------------|--------------------------------------------------------------------------------------------------|
| static int | MONITOR_PARKDN | Deprecated<br>This constant is not returned by any interface, should not be used by application. |
| static int | SUPERPROVIDER  | Deprecated<br>This constant is not returned by any interface, should not be used by application. |

## Methods

Table 157: Methods in CiscoProviderCapabilityChangedEv

| Interface                 | Method                         | Description                                                                                                                                                                                                                                                                                                            |
|---------------------------|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoProviderCapabilities | getCapability()                | This method returns the current CiscoProviderCapabilities object for the user.                                                                                                                                                                                                                                         |
| boolean                   | hasIPv6CapabilityChanged()     | This method can be used by applications to determine whether Enable IPv6 Enterprise Parameter has changed.<br><b>Pre-conditions</b><br>this.getState() == Provider.IN_SERVICE<br><b>Post-conditions</b><br>The method returns True when the Enable IPv6 Enterprise parameter gets changed; otherwise it returns False. |
| boolean                   | hasModifyCallingPartyChanged() | This method checks whether the "modify Calling Party" privilege has changed.<br><b>Pre-conditions</b><br>provider.getState() == Provider.IN_SERVICE                                                                                                                                                                    |
| boolean                   | hasMonitorCapabilityChanged()  | This method checks whether the monitor capability of a user has changed.<br><b>Pre-conditions</b><br>provider.getState() == Provider.IN_SERVICE                                                                                                                                                                        |
| boolean                   | hasMonitorParkDNChanged()      | This method checks whether the "monitor Park DN" privilege has changed.<br><b>Pre-conditions</b><br>provider.getState() == Provider.IN_SERVICE                                                                                                                                                                         |

| Interface | Method                          | Description                                                                                                                                                |
|-----------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | hasObserveAnyTerminalChanged()  | This method checks whether the "can control any terminal" privilege has changed<br><br><b>Pre-conditions</b><br>provider.getState() == Provider.IN_SERVICE |
| boolean   | hasRecordingCapabilityChanged() | This method checks whether the recording capability of the has changed.<br><br><b>Pre-conditions</b><br>provider.getState() == Provider.IN_SERVICE         |

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoProviderObserver

Implement this interface to receive CiscoProvEv events such as CiscoAddrCreatedEv and CiscoTermCreatedEv when observing a Provider via the Provider.addObserver method.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

javax.telephony.ProviderObserver

## Declaration

```
public interface CiscoProviderObserver extends javax.telephony.ProviderObserver
```

## Methods

None

## Inherited Methods

**From Interface javax.telephony.ProviderObserver**

providerChangedEvent

## Related Documentation

See `CiscoAddrCreatedEv` and `CiscoTermCreatedEv`.

## CiscoProvTerminalCapabilityChangedEv

This event is delivered to the Provider when Terminal Capability is changed. This event is provided on application observer .

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                          |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.0(1)                                              | Added event.                                                                                                                                         |
| 7.0(1)                                              | Modified the <code>CiscoTerminal[]</code> interface so that only <code>CiscoMediaTerminals</code> or <code>CiscoRouteTerminals</code> gets returned. |

## Superinterfaces

`CiscoEv`, `CiscoProvEv`, `javax.telephony.events.Ev`, `javax.telephony.events.ProvEv`

## Declaration

```
public interface CiscoProvTerminalCapabilityChangedEv extends CiscoProvEv
```

## Fields

Table 158: Fields in `CiscoProvTerminalCapabilityChangedEv`

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

`CAUSE_CALL_CANCELLED`, `CAUSE_DEST_NOT_OBTAINABLE`,  
`CAUSE_INCOMPATIBLE_DESTINATION`, `CAUSE_LOCKOUT`, `CAUSE_NETWORK_CONGESTION`,  
`CAUSE_NETWORK_NOT_OBTAINABLE`, `CAUSE_NEW_CALL`, `CAUSE_NORMAL`,  
`CAUSE_RESOURCES_NOT_AVAILABLE`, `CAUSE_SNAPSHOT`, `CAUSE_UNKNOWN`,  
`META_CALL_ADDITIONAL_PARTY`, `META_CALL_ENDING`, `META_CALL_MERGING`,  
`META_CALL_PROGRESS`, `META_CALL_REMOVING_PARTY`, `META_CALL_STARTING`,  
`META_CALL_TRANSFERRING`, `META_SNAPSHOT`, `META_UNKNOWN`

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 159: Methods in CiscoProvTerminalCapabilityChangedEv*

| Interface       | Method         | Description                                                                                                                                                                                                                              |
|-----------------|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoTerminal[] | getTerminals() | Returns an array of CiscoTerminals whose capabilities have changed. In Cisco Unified Communications Manager Release 7.0(1), CiscoTerminal[] interface was modified so that only CiscoMediaTerminals or CiscoRouteTerminals get returned. |

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.ProvEv**

getProvider

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

None

# CiscoProvTerminalRemoteDestinationChangedEv

CiscoProvTerminalRemoteDestinationChangedEv is a new interface exposed to the applications as a Provider Event. JTAPI sends this event to the application's provider observer when any of Remote Destination information is changed on a CiscoRemoteTerminal in the provider domain. This event contains the latest list of Remote Destinations at a given time. And depending on the request or operation done on these remote destinations, single or multiple CiscoProvTerminalRemoteDestinationChangedEv event(s) can be generated from the change notification(s).



## Methods

| Interface                    | Method                     | Description                                                                                                                                                                                                                      |
|------------------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRemoteTerminal          | getTerminal()              | This method returns the CiscoRemoteTerminal object for which its remote destination has changed.                                                                                                                                 |
| CiscoRemoteDestinationInfo[] | getRemoteDestinations()    | This method returns an array of CiscoRemoteDestinationInfo objects representing the latest/current list of remote destinations associated to the CiscoRemoteTerminal at the time when this change notification event took place. |
| boolean                      | isMyAppLastToSetActiveRD() | This method can be used by application to determine whether it is the last application to set active remote destination for the CiscoRemoteTerminal.                                                                             |

## CiscoRecorderInfo

This interface provides information about the recorder in a recording session. When a recording session is active, this interface gives information about the recording device.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                    |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 12.5(1)                                             | Four new methods are added: <ul style="list-style-type: none"> <li>• getRecorderURI()</li> <li>• getRecorderErrorMsg()</li> <li>• getRecorderType()</li> <li>• getRecorderStatus()</li> </ul>                                  |
| 10.0(1)                                             | Four new methods are added: <ul style="list-style-type: none"> <li>• getMediaForkingDeviceType()</li> <li>• getMediaForkingDeviceName()</li> <li>• getProtocolReferenceGUID()</li> <li>• getMediaForkingClusterID()</li> </ul> |
| 9.0(1)                                              | A new method, getRecordingType(), is added.                                                                                                                                                                                    |
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                                                                                                                                        |

## Declaration

```
public interface CiscoRecorderInfo
```

## Fields

None

## Methods

Table 160: Methods in CiscoRecorderInfo

| Interface        | Method                      | Description                                                                                                                                                                                                                                                                                                         |
|------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoAddress     | getAddress()                | Returns the recorder address.                                                                                                                                                                                                                                                                                       |
| public int       | getRecordingType()          | This method returns the recording type that was used to start the recording.                                                                                                                                                                                                                                        |
| java.lang.String | getTerminalName()           | Returns the terminal name of the recording device.                                                                                                                                                                                                                                                                  |
| public int       | getMediaForkingDeviceType() | This interface returns the Media Forking Device Type for Gateway Recording. The forking device type can be:<br><br>CiscoCall.CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_NONE = 0<br><br>CiscoCall.CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE = 1<br><br>CiscoCall.CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW = 2 |
| java.lang.String | getMediaForkingDeviceName() | This interface returns the Forking Device Name for Gateway Recording.                                                                                                                                                                                                                                               |
| java.lang.String | getProtocolReferenceGUID()  | This interface returns the Protocol Call Reference GUID for Gateway Recording.                                                                                                                                                                                                                                      |
| java.lang.String | getMediaForkingClusterID()  | This interface returns the Forking Cluster ID for Gateway Recording.                                                                                                                                                                                                                                                |

## Range of Values

The range of values returned by the getRecordingType() method is defined on the CiscoCall object:

CiscoCall.CALL\_RECORDING\_TYPE\_NONE

CiscoCall.CALL\_RECORDING\_TYPE\_APPLICATION\_INITIATED\_SILENT

CiscoCall.CALL\_RECORDING\_TYPE\_AUTOMATIC

CiscoCall.CALL\_RECORDING\_TYPE\_USER\_INITIATED\_FROM\_APPLICATION

CiscoCall.CALL\_RECORDING\_TYPE\_USER\_INITIATED\_FROM

## Related Documentation

None

## CiscoRemoteDestinationInfo

CiscoRemoteDestinationInfo is a new interface that contains the information about a remote destination on a CiscoRemoteTerminal. Applications can get a list of all associated remote destinations from the return array of CiscoRemoteTerminal.getAllRemoteDestinations().

## Methods

| Interface | Method                       | Description                                                                                |
|-----------|------------------------------|--------------------------------------------------------------------------------------------|
| String    | getRemoteDestinationName()   | This method returns the remote destination name.                                           |
| String    | getRemoteDestinationNumber() | This method returns the remote destination number.                                         |
| boolean   | getIsActiveRD()              | This method returns whether the remote destination is an active remote destination or not. |

## CiscoRemoteTerminal

CiscoRemoteTerminal is a new interface that extends the interface of CiscoTerminal. A CiscoRemoteTerminal is a special kind of CiscoTerminal representing the CTI Remote Device and Jabber/CUCSF (Cisco Unified Client Services Framework) Device in extend mode. It allows applications to monitor remote destined devices such as PSTN, PBX, and Mobiles phones.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                     |
|-----------------------------------------------------|-------------------------------------------------|
| 9.0(1)                                              | A new interface, CiscoRemoteTerminal, is added. |

## Declaration

```
public interface CiscoRemoteTerminal
```

## Methods

| Interface                    | Method                                                                                                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRemoteDestinationInfo[] | getAllRemoteDestinations ()                                                                             | This method will return an array of CiscoRemoteDestinationInfo representing all remote destinations of the CiscoRemoteTerminal, or null if none. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown.                                                                                                                                                                        |
| CiscoRemoteDestinationInfo[] | getActiveRemoteDestinations ()                                                                          | This method will return an array of CiscoRemoteDestinationInfo representing all active remote destinations of the CiscoRemoteTerminal, or null if none. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown.                                                                                                                                                                 |
| void                         | setActiveRemoteDestination (String remoteDestinationNumber, boolean isActiveRD)                         | This method will set/unset an active remote destination of the CiscoRemoteTerminal based on the remote destination number. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. Also note that the Remote Destination Number must be of a valid associated remote destination, and if the remoteDestinationNumber parameter is null, it will throw InvalidArgumentException. |
| void                         | addRemoteDestination (String remoteDestinationName, String remoteDestinationNumber, boolean isActiveRD) | This method will add a new remote destination to the CiscoRemoteTerminal. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. And if either the remoteDestinationNumber or remoteDestinationName parameter is null, it will throw InvalidArgumentException.                                                                                                                 |
| void                         | removeRemoteDestination (String remoteDestinationNumber)                                                | This method will remove a remote destination from the CiscoRemoteTerminal based on the remote destination number. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. Also note that the Remote Destination Number must be of a valid associated remote destination, and if the remoteDestinationNumber parameter is null, it will throw InvalidArgumentException.          |
| void                         | removeAllRemoteDestinations ()                                                                          | This API will remove all associated remote destinations from the CiscoRemoteTerminal. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown.                                                                                                                                                                                                                                   |

| Interface | Method                                                                                                                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | updateRemoteDestinationName<br>(String remoteDestinationNumber,<br>String remoteDestinationName)                                                          | This method will update the name of a remote destination of the CiscoRemoteTerminal based on the remote destination number. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. Also note that the Remote Destination Number must be of a valid associated remote destination, and if the remoteDestinationNumber parameter is null, it will throw InvalidArgumentException.                                                                                                          |
| void      | updateRemoteDestinationNumber<br>(String remoteDestinationNumber,<br>String newRemoteDestinationNumber)                                                   | This method will update the number of a remote destination of the CiscoRemoteTerminal based on the remote destination number. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. Also note that the Remote Destination Number must be of a valid associated remote destination, and if either the remoteDestinationNumber or newRemoteDestinationNumber parameter is null, it will throw InvalidArgumentException.                                                                   |
| void      | updateRemoteDestination (String<br>remoteDestinationNumber, String<br>remoteDestinationName, String<br>newRemoteDestinationNumber,<br>boolean isActiveRD) | This method will update a remote destination of the CiscoRemoteTerminal based on the remote destination number. It can update any or all of its remote destination name, remote destination number, and isActiveRD at the same time. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. Also note that the Remote Destination Number must be of a valid associated remote destination, and if the remoteDestinationNumber parameter is null, it will throw InvalidArgumentException. |
| boolean   | isRegisteredByThisApp ()                                                                                                                                  | This method will return true if this application issued a successful registration request to register this terminal's device in Extend mode; return false otherwise. It will get set to true until this application unregisters the device.                                                                                                                                                                                                                                                                                            |
| int       | getRegistrationType ()                                                                                                                                    | This method will return the registration type with which this terminal's device has been registered in. The registration type returned can be one of the following: <ul style="list-style-type: none"> <li>• CiscoRemoteTerminal.<br/>EXTEND_MEDIA_REGISTRATION</li> <li>• CiscoRemoteTerminal.<br/>NO_EXTEND_MEDIA_REGISTRATION</li> </ul>                                                                                                                                                                                            |

| Interface | Method                      | Description                                                                                                                                                                                                                                                         |
|-----------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | isMyAppLastToSetActiveRD () | This method will return true if this application is the last application to set active remote destination for the CiscoRemoteTerminal; return false otherwise. Note that CiscoProvider must be in IN_SERVICE state, otherwise InvalidStateException will be thrown. |

## Parameters

### String remoteDestinationName

The name of the specified remote destination.

### String remoteDestinationNumber

The number of the specified remote destination.

### boolean isActiveRD

The flag to indicate whether the specified remote destination is an active remote destination or not.

## Data Type

public static final int

### EXTEND\_MEDIA\_REGISTRATION = 8

This registration type applies to CUCSF device that is registered in Extend mode, which as a result is representing as a CiscoRemoteTerminal.

### NO\_EXTEND\_MEDIA\_REGISTRATION = 0

This registration type applies to non-CUCSF device that is static registered and is representing as CiscoRemoteTerminal, such as CTI Remote Device.

## New Error Codes

CiscoJtapiException.CTIERR\_INVALID\_REMOTE\_DESTINATION\_NUMBER (0x8CCC0121)

CiscoJtapiException.CTIERR\_DUPLICATE\_REMOTE\_DESTINATION\_NUMBER (0x8CCC0122)

CiscoJtapiException.CTIERR\_REMOTEDESTINATION\_LIMIT\_EXCEEDED (0x8CCC0123)

CiscoJtapiException.CTIERR\_REMOTE\_DEVICE\_REQUEST\_FAILED\_ACTIVE\_RD\_NOT\_SET (0x8CCC0124)

CiscoJtapiException.CTIERR\_ENDUSER\_NOT\_ASSOCIATED\_WITH\_DEVICE (0x8CCC0126)

CiscoJtapiException.CTIERR\_DEVICE\_ALREADY\_REGISTERED\_NONEXTEND (0x8CCC0127)

CiscoJtapiException.CTIERR\_MEDIA\_ALREADY\_TERMINATED\_EXTEND (0x8CCC0128)

CiscoJtapiException.CTIERR\_INVALID\_REMOTE\_DESTINATION\_NAME (0x8CCC0130)

## Sample Code

```

Sample Code:
public static void main(String[] args) {
 try
 {
 JtapiPeer peer = JtapiPeerFactory.getJtapiPeer(null);
 String provStr = provName + ";login = " + login + ";passwd = " + passwd;
 Provider myProvider = peer.getProvider(provStr);
 MyProviderObserver providerObserver = new MyProviderObserver();
 String myDevName = "CTIRD-A";
 String temp = "";
 if (myProvider != null)
 {
 myProvider.addObserver(providerObserver);
 provInService.waitTrue();
 CiscoRemoteTerminal rTerm =
 (CiscoRemoteTerminal) (myProvider.getTerminal(myDevName));
 if (rTerm != null)
 {
 CiscoRemoteDestinationInfo[] remoteDestinations =
 rTerm.getAllRemoteDestinations();
 CiscoRemoteDestinationInfo[] activeRemoteDestinations =
 rTerm.getActiveRemoteDestinations();
 System.out.println("CTI Remote Device Name: " + rTerm.getName());
 if (remoteDestinations != null && remoteDestinations.length != 0)
 {
 System.out.println("Number of associated Remote Destinations (RD): " +
 remoteDestinations.length);
 for (int i = 0; i < remoteDestinations.length; i++)
 {
 System.out.println("RD["+i+"] Name: " +
 remoteDestinations[i].getRemoteDestinationName());
 System.out.println("RD["+i+"] Number: " +
 remoteDestinations[i].getRemoteDestinationNumber());
 System.out.println("RD["+i+"] IsActiveRD: " +
 remoteDestinations[i].getIsActiveRD());
 temp = remoteDestinations[i].getRemoteDestinationName();
 if (temp != null && temp.equalsIgnoreCase("MyOffice"))
 {
 temp = remoteDestinations[i].getRemoteDestinationNumber();
 rTerm.updateRemoteDestinationNumber(temp, "9498231202");
 rTerm.setActiveRemoteDestination("9498231202", true);
 }
 }
 rTerm.addRemoteDestination("MyHome", "6267978244", false);
 }
 else
 {
 System.out.println("There is no associated Remote Destinations (RD)");
 }
 }
 else
 {
 System.out.println("There is no CTI Remote Device of " + myDevName +
 " in this provider");
 }
 }
 }
 else

```

```

 {
 System.out.println("Cannot create provider");
 }
}
catch (Exception e)
{
 System.out.println("Exception caught for getting CTI Remote Device RD info!
" + e);
 if (e instanceof PlatformException)
 {
 switch (((CiscoJtapiException) e).getErrorCode())
 {
 case CiscoJtapiException.CTIERR_INVALID_REMOTE_DESTINATION_NUMBER:
 System.out.println("Invalid RD Number");
 break;
 case CiscoJtapiException.CTIERR_DUPLICATE_REMOTE_DESTINATION_NUMBER:
 System.out.println("Duplicated RD Number");
 break;
 }
 }
}
}
...

```

## CiscoRestrictedEv

The CiscoRestrictedEv event is the parent class for the CiscoAddrRestrictedEv and CiscoAddrRestrictedOnTerminalEv events. This is the base class for restricted events and defines the cause codes for all restricted events.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Subinterfaces

CiscoAddrRestrictedEv, CiscoAddrRestrictedOnTerminalEv

## Declaration

```
public interface CiscoRestrictedEv extends CiscoProvEv
```



## Fields

Table 161: Fields in CiscoRestrictedEv

| Interface  | Field                                  | Description                                                                                                    |
|------------|----------------------------------------|----------------------------------------------------------------------------------------------------------------|
| static int | CAUSE_UNKNOWN                          | The Terminal is restricted for an unknown reason.                                                              |
| static int | CAUSE_UNSUPPORTED_DEVICE_CONFIGURATION | The Terminal is restricted due to an unsupported configuration (for example, configuring the rollover option). |
| static int | CAUSE_UNSUPPORTED_PROTOCOL             | The Terminal in the control list is using a protocol that Cisco Unified JTAPI does not support.                |
| static int | CAUSE_USER_RESTRICTED                  | The Terminal or Address is marked as restricted.                                                               |
| static int | ID                                     | None                                                                                                           |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.ProvEv`

`getProvider`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

None

## CiscoRouteAddress

This interface is deprecated and has not been implemented.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.Address`, `javax.telephony.callcenter.RouteAddress`

## Declaration

```
public interface CiscoRouteAddress extends javax.telephony.callcenter.RouteAddress
```

## Fields

None

## Inherited Fields

From Interface `javax.telephony.callcenter.RouteAddress`

ALL\_ROUTE\_ADDRESS

## Methods

Table 162: Methods in `CiscoRouteAddress`

| Interface | Method                                                                                                                                                      | Description                                                                                                                                       |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | <code>registerRouteCallback</code><br>( <code>javax.telephony.callcenter.RouteCallback routeCallback</code> ,<br><code>boolean disableAutoRehoming</code> ) | Deprecated<br><b>Throws</b><br><code>javax.telephony.ResourceUnavailableException</code> <code>javax.telephony.MethodNotSupportedException</code> |

## Inherited Methods

From Interface `javax.telephony.callcenter.RouteAddress`

`cancelRouteCallback`, `getActiveRouteSessions`, `getRouteCallback`, `registerRouteCallback`

From Interface `javax.telephony.Address`

`addCallObserver`, `addObserver`, `getAddressCapabilities`, `getCallObservers`, `getCapabilities`, `getConnections`, `getName`, `getObservers`, `getProvider`, `getTerminals`, `removeCallObserver`, `removeObserver`

## Related Documentation

None

## CiscoRouteEvent

The `CiscoRouteEvent` interface extends the `RouteEvent` interface with additional Cisco-specific capabilities. Applications can use the `getCallingPartyIpAddr` method to obtain the IP address of the calling party device.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                |
|-----------------------------------------------------|------------------------------------------------------------|
| 7.1(1 and 2)                                        | Added the method <code>getCallingPartyIpAddr_v6()</code> . |

## Superinterfaces

javax.telephony.callcenter.events.RouteEvent, javax.telephony.callcenter.events.RouteSessionEvent

## Declaration

```
public interface CiscoRouteEvent extends javax.telephony.callcenter.events.RouteEvent
```

## Fields

None

## Inherited Fields

### From Interface javax.telephony.callcenter.events.RouteEvent

SELECT\_ACD, SELECT\_EMERGENCY, SELECT\_LEAST\_COST, SELECT\_NORMAL, SELECT\_USER\_DEFINED

## Methods

Table 163: Methods in CiscoRouteEvent

| Interface            | Method                     | Description                                                                                                                                                                                                                                                    |
|----------------------|----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.net.InetAddress | getCallingPartyIpAddr_v6() | Returns the IPv6 address of the calling party. If the IP address is not available, this method returns an InetAddress with the IP address 0::0 and a null host name. Printing this object yields a string representation of “null/0::0”. Returns: InetAddress. |
| java.net.InetAddress | getCallingPartyIpAddr()    | Returns the IP address of the calling party. If the IP address is not available, this method returns an InetAddress with the IP address 0.0.0.0 and a null host name. Printing this object yields a string representation of “null/0.0.0.0”.                   |

## Inherited Methods

### From Interface javax.telephony.callcenter.events.RouteEvent

getCallingAddress, getCallingTerminal, getCurrentRouteAddress, getRouteSelectAlgorithm, getSetupInformation

### From Interface javax.telephony.callcenter.events.RouteSessionEvent

getRouteSession

## Related Documentation

None

## CiscoRouteSession

The CiscoRouteSession interface supports application access to the underlying call that is associated with a RouteSession. Also, this interface exposes various internal ERRORS for RouteEndEvent.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |
| 11.5(1)                                             | Added route selection with deviceName   |

## Superinterfaces

javax.telephony.callcenter.RouteSession

## Declaration

```
public interface CiscoRouteSession extends javax.telephony.callcenter.RouteSession
```

## Fields

Table 164: Fields in CiscoRouteSession

| Interface        | Field                     | Description                                                                                                                                                                                                                                                                         |
|------------------|---------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | ERROR_ROUTESELECT_TIMEOUT | Each routeEvent() or reRouteEvent() that is sent starts a timer for the application to respond with a routeSelect() or endRoute(). The default value of this timer is 5 seconds. Should the application not respond within this time, the system calls an endRoute with this error. |
| static final int | ERROR_NO_CALLBACK         | Because there is no default route mechanism in place, if there is no callback registered for this application, the system calls an endRoute with this error.                                                                                                                        |

| Interface        | Field                                  | Description                                                                                                                                                                                                                                      |
|------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | ERROR_INVALID_STATE                    | If an internal <code>InvalidStateException</code> occurred, or some preconditions or postconditions were not met during routing, the system calls <code>endRoute</code> with this error.                                                         |
| static final int | DEFAULT_SEARCH_SPACE                   | This indicates that the redirect should be done by using the search space that is the default for the implementation. The default is to use the caller search space.                                                                             |
| static final int | CALLINGADDRESS_SEARCH_SPACE            | This indicates that the redirect should be done by using the search space of the calling address.                                                                                                                                                |
| static final int | ROUTEADDRESS_SEARCH_SPACE              | This indicates that the redirect should be done by using the search space of the route point address.                                                                                                                                            |
| static final int | DONOT_RESET_ORIGINALCALLED             | This is a parameter value for the <code>PreferedOriginalCalled</code> option; it specifies not to reset <code>OriginalCalled</code> .                                                                                                            |
| static final int | RESET_ORIGINALCALLED                   | This is a parameter value for <code>PreferedOriginalCalled</code> Option; if the value of <code>preferedOriginalCalledOption</code> is set to this, it will reset the <code>OriginalCalled</code> to <code>preferedOriginalCalledNumber</code> . |
| static final int | CAUSE_CTIERR_FAC_CMC_REASON_FAC_NEEDED | This constant returned by <code>RouteSession.getCause()</code> indicates that the <code>routeSelectedElement</code> in the <code>selectRoute</code> does not contain the required FAC code.                                                      |
| static final int | CAUSE_CTIERR_FAC_CMC_REASON_CMC_NEEDED | This constant returned by <code>RouteSession.getCause()</code> indicates that the <code>routeSelectedElement</code> in the <code>selectRoute</code> does not contain the required CMC code.                                                      |

| Interface        | Field                                      | Description                                                                                                                                                   |
|------------------|--------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | CAUSE_CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED | This constant returned by RouteSession.getCause() indicates that the routeSelectedElement in the selectRoute does not contain the required FAC and CMC codes. |
| static final int | CAUSE_CTIERR_FAC_CMC_REASON_FAC_INVALID    | This constant returned by RouteSession.getCause() indicates that the routeSelectedElement in the selectRoute contains an invalid FAC code.                    |
| static final int | CAUSE_CTIERR_FAC_CMC_REASON_CMC_INVALID    | This constant returned by RouteSession.getCause() indicates that the routeSelectedElement in the selectRoute contains an invalid CMC code.                    |

## Inherited Fields

### From Interface `javax.telephony.callcenter.RouteSession`

CAUSE\_INVALID\_DESTINATION, CAUSE\_NO\_ERROR, CAUSE\_PARAMETER\_NOT\_SUPPORTED, CAUSE\_ROUTING\_TIMER\_EXPIRED, CAUSE\_STATE\_INCOMPATIBLE, CAUSE\_UNSPECIFIED\_ERROR, ERROR\_RESOURCE\_BUSY, ERROR\_RESOURCE\_OUT\_OF\_SERVICE, ERROR\_UNKNOWN, RE\_ROUTE, ROUTE, ROUTE\_CALLBACK\_ENDED, ROUTE\_END, ROUTE\_USED

## Methods

*Table 165: Methods in CiscoRouteSession*

| Interface            | Method    | Description                                         |
|----------------------|-----------|-----------------------------------------------------|
| javax.telephony.Call | getCall() | Returns the call associated with this RouteSession. |

| Interface | Method                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|----------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | selectRoute(java.lang.String[]routeSelected, int callingSearchSpace) | <p>Overloads the selectRoute method in the RouteSession interface to allow applications to specify a calling search space to use when the call is redirected to the route destination.</p> <p><b>Parameters</b></p> <p>javax.telephony. MethodNotSupportedException</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• callingSearchSpace—One of CiscoRouteSession. DEFAULT_SEARCH_SPACE; CiscoRouteSession. CALLINGADDRESS_SEARCH_SPACE; or CiscoRouteSession. ROUTEADDRESS_SEARCH_SPACE.</li> <li>• routeSelected—A list of possible destinations for the call.</li> </ul> |



| Interface | Method                                                                                                         | Description |
|-----------|----------------------------------------------------------------------------------------------------------------|-------------|
| void      | selectRoute(java.lang.String[]routeSelected, int callingSearchSpace, java.lang.String[]modifyingCallingNumber) |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>Selects one or more possible routing destinations for a call with a modified calling number. This method takes as an argument that is a string array of destination telephone address names, <code>modifyingCallingNumber</code>, arranged in priority order.</p> <p>The highest-priority destination is the first element in the specified array and routing is attempted with this destination first with the corresponding element of <code>modifying calling number</code>.</p> <p>If <code>modifyingCallingNumber</code> is null for an element, the calling number is not modified if a call is routed to that particular <code>routeSelected</code> element. The system attempts to use the specified destination addresses in order until the system successfully selects a destination. The system delivers a <code>RouteUsedEvent</code> to the application when it routes the call to that destination.</p> <p><b>Pre-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() ==</code><br/> <code>=</code></li> <li>• <code>Provider.IN_SERVICE this.getState() ==</code><br/> <code>RouteSession.ROUTE</code> or<br/> <code>RouteSession.RE_ROUTE</code></li> </ul> <p><b>Post-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() ==</code><br/> <code>=</code></li> <li>• <code>Provider.IN_SERVICE this.getState() ==</code></li> <li>• <code>RouteSession.ROUTE_USED</code> (if the Call was successfully routed.) A <code>RouteUsedEvent</code> gets delivered for this <code>RouteSession</code> if a successful destination was selected.</li> </ul> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• <code>routeSelected</code>—Possible destinations for <code>callingSearchSpace</code> can be <code>CiscoRouteSession.DEFAULT_SEARCH_SPACE</code>; <code>CiscoRouteSession.CALLINGADDRESS_SEARCH_SPACE</code>; or <code>CiscoRouteSession.ROUTEADDRESS_SEARCH_SPACE</code>.</li> <li>• <code>modifyingCallingNumber</code>—An array of elements for which the application wants to modify the calling number when the call reaches the <code>routeSelected</code> element.</li> </ul> |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                         |
|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p><b>Throws</b></p> <ul style="list-style-type: none"><li>• com.cisco.jtapi.MethodNotSupportedExceptionImpl (The implementation does not support routing.)</li><li>• javax.telephony.PrivilegeViolationException (The user does not have the necessary privileges to use this method.)</li><li>• javax.telephony.MethodNotSupportedException selectRoute</li></ul> |

| Interface | Method                                                                                                                                                      | Description |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| void      | selectRoute(java.lang.String[])routeSelected, int callingSearchSpace, java.lang.String[] preferredOriginalCalledNumber, int[] preferredOriginalCalledOption |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>Selects one or more possible destinations for routing the Call. This method takes as an argument a string array of destination telephone address names, in prioritized order, and a string array for the PreferredOriginalCalled number.</p> <p>PreferredOriginalCalled number gets selected based on the index of the destination telephone names array. If the index corresponding to the destination array is not found in the PreferredOriginalCalled number array, preferredOriginalCalled gets set to the destination.</p> <p>The highest-priority destination is the first element in the given array, and the system attempts to route with this destination first. The system attempts each given destination address in succession until the call gets successfully routed. The system delivers a RouteUsedEvent event to the application when a successful routing destination has been selected and the Call has been routed to that destination.</p> <p><b>Pre-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() ==</code></li> <li>• <code>Provider.IN_SERVICE this.getState() ==</code><br/><code>RouteSession.ROUTE</code> or</li> <li>• <code>RouteSession.RE_ROUTE</code></li> </ul> <p><b>Post-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() ==</code></li> <li>• <code>Provider.IN_SERVICE this.getState() ==</code></li> <li>• <code>RouteSession.ROUTE_USED</code> (if the Call was successfully routed.) A RouteUsedEvent gets delivered for this RouteSession if a successful destination was selected.</li> </ul> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• <code>routeSelected</code>—Possible destinations for the call.</li> <li>• <code>preferredOriginalCalledNumber</code>—List with each item corresponding to a route at the matching array index in the <code>routeSelected</code> list.</li> <li>• <code>preferredOriginalCalledOption</code>—List of options, each corresponding to <code>routeSelected</code> list. The option specifies whether to set OriginalCalled to <code>preferredOriginalCalledNumber</code>. The option values</li> </ul> |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>are CiscoRouteSession.<br/> DONOT_RESET_ORIGINALCALLED and<br/> CiscoRouteSession. RESET_ORIGINALCALLED.<br/> If the value is unspecified or null, the default is<br/> CiscoRouteSession.<br/> DONOT_RESET_ORIGINALCALLED.</p> <p><b>Throws</b></p> <p>com.cisco.jtapi. MethodNotSupportedExceptionImpl<br/> (The implementation does not support routing.)</p> <p>javax.telephony. PrivilegeViolationException (The user<br/> does not have the necessary privileges to use this<br/> method.)</p> <p>javax.telephony. MethodNotSupportedException<br/> selectRoute</p> |

| Interface | Method                                                                                                                                                                                                                                                                                   | Description |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| void      | selectRoute(java.lang.<br>String[]routeSelected,<br>int callingSearchSpace, java.lang.<br>String[]modifyingCallingNumber,<br>java.lang.<br>String[] preferredOriginalCalledNumber,<br>int[] preferredOriginalCalledOption,<br>java.lang. String[]facCode, java.lang.<br>String[]cmcCode) |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>Selects one or more possible routing destinations. It takes as arguments a string array of:</p> <ul style="list-style-type: none"> <li>• destination telephone address names, in prioritized order</li> <li>• PreferredOriginalCalled numbers</li> <li>• FACs</li> <li>• CMCs</li> </ul> <p>The system selects the PreferredOriginalCalled number corresponding to the index of the destination telephone name array. If the index is not found in the PreferredOriginalCalled number array, the preferredOriginalCalled gets set to the destination.</p> <p>The highest priority destination is the first element in the specified array, and the system attempts to route the call to that destination first. The system attempts the specified destination addresses in order, until the call gets routed successfully. The system delivers a RouteUsedEvent event to the application when the system has selected a successful routing destination and routed the call to that destination.</p> <p><b>Pre-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() == Provider.IN_SERVICE</code> <code>this.getState() == RouteSession.ROUTE</code></li> <li>• <code>RouteSession.RE_ROUTE</code></li> </ul> <p><b>Post-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() == Provider.IN_SERVICE</code> <code>this.getState() == RouteSession.ROUTE_USED</code> (if the call was successfully routed). A RouteUsedEvent gets delivered for this RouteSession if a successful destination was selected.</li> </ul> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• <code>routeSelected</code>—List of possible destinations.</li> <li>• <code>preferredOriginalCalledNumber</code>—List with each member of corresponding to the route at the same array index in the <code>routeSelected</code>.</li> <li>• <code>list.preferredOriginalCalledOption</code>—List of options,</li> </ul> |



| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>each corresponding to RouteList. The option specifies whether to set OriginalCalled to preferredOriginalCalledNumber. The option values are CiscoRouteSession.<br/> DONOT_RESET_ORIGINALCALLED and CiscoRouteSession.<br/> RESET_ORIGINALCALLED.If the value is unspecified or null, the default is CiscoRouteSession.<br/> DONOT_RESET_ORIGINALCALLED.</p> <ul style="list-style-type: none"> <li>• modifyingCallingNumber—Array of elements for which the application wants modify the calling number when the call reaches the routeSelected element. If applications do not want to modify the number, a null value for this parameter must be passed by the application.</li> <li>• facCode (Forced Authorization Code [FAC])—If a routeSelected element requires a FAC, the corresponding facCode element must contain that code. If no code is required for a routeSelected element, the application must pass a null value for this parameter.</li> <li>• cmcCode - (Client Matter Code [CMC]) If a routeSelected element requires a CMC, the corresponding cmcCode element must contain that code. If no code is required for a routeSelected element, the application must pass a null value for this parameter.</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• com.cisco.jtapi. MethodNotSupportedExceptionImpl (The implementation does not support routing.)</li> <li>• javax.telephony. PrivilegeViolationException (The user does not have the necessary privileges to use this method.)</li> <li>• javax.telephony. MethodNotSupportedException selectRoute</li> </ul> |

| Interface | Method                                                                                                                                                                                                                                                                           | Description |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| void      | selectRoute(java.lang.String[]routeSelected, int callingSearchSpace, java.lang.String[]modifyingCallingNumber, java.lang.String[] preferredOriginalCalledNumber, int[] preferredOriginalCalledOption, java.lang.String[]facCode, java.lang.String[]cmcCode, int featurePriority) |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>Selects one or more possible routing destinations. It takes a string array of:</p> <ul style="list-style-type: none"> <li>• Destination telephone address names, in prioritized order</li> <li>• PreferredOriginalCalled numbers</li> <li>• FACs</li> <li>• CMCs</li> <li>• Integer priorities</li> </ul> <p>The PreferredOriginalCalled number gets selected based on the index of the destination telephone name array. If the index is not found in the PreferredOriginalCalled number array, preferredOriginalCalled gets set to the destination.</p> <p>The highest-priority destination is the first element in the given array, and the system attempts to route with this destination first. The system tries the successive specified destination addresses until the call gets routed successfully. The system delivers a RouteUsedEvent event to the application when a successful routing destination has been selected and the call has been routed to that destination.</p> <p><b>Pre-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() == Provider.IN_SERVICE</code> <code>this.getState() == RouteSession.ROUTE</code></li> <li>• <code>RouteSession.RE_ROUTE</code></li> </ul> <p><b>Post-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() == Provider.IN_SERVICE</code> <code>this.getState() == RouteSession.ROUTE_USED</code> (if the Call was successfully routed.)</li> </ul> <p><b>Parameters</b></p> <p><code>routeSelected</code>—Possible destinations for the call.</p> <p><code>preferredOriginalCalledNumber</code>—List with each element corresponding to the route at the same array index in the <code>routeSelected</code> list.</p> <p><code>preferredOriginalCalledOption</code>—Options list, each corresponding to <code>RouteList</code>. The option specifies whether</p> |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>to set OriginalCalled to preferredOriginalCalledNumber. The option values are CiscoRouteSession. DONOT_RESET_ORIGINALCALLED and CiscoRouteSession. RESET_ORIGINALCALLED. If the value is unspecified or null, the default is CiscoRouteSession. DONOT_RESET_ORIGINALCALLED.</p> <ul style="list-style-type: none"> <li>• modifyingCallingNumber—Array of elements for which the application would like to modify the calling number when the call reaches the routeSelected element. If applications do not want to modify the number, they must pass a null value for this parameter.</li> <li>• facCode (Forced Authorization Code [FAC])—If a routeSelected element requires a FAC, the corresponding facCode element must contain that code. If no code is required for a routeSelected element, the application must pass a null value for this parameter.</li> <li>• cmcCode (Client Matter Code [CMC])—If a routeSelected element requires a CMC, the corresponding cmcCode element must contain that code. If no code is required for a routeSelected element, the application must pass a null value for this parameter.</li> <li>• featurePriority—Sets the feature priority of the call. The application may set CiscoCall. FEATUREPRIORITY_NORMAL if the application does not want to set any specific priority. The featurePriority parameter may be: <ul style="list-style-type: none"> <li>• CiscoCall. FEATUREPRIORITY_NORMAL</li> <li>• CiscoCall. FEATUREPRIORITY_URGENT</li> <li>• CiscoCall. FEATUREPRIORITY_EMERGENCY</li> </ul> </li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony. PrivilegeViolationException (The user does not have the necessary privileges to use this method.)</li> <li>• com.cisco.jtapi. MethodNotSupportedExceptionImpl (The implementation does not support routing.)</li> <li>• javax.telephony. MethodNotSupportedException</li> </ul> |

| Interface | Method                                                                                                                                                                                                                                                                                   | Description |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| void      | selectRoute(java.lang.String[] routeSelected, int[] callingSearchSpace, java.lang.String[] modifyingCallingNumber, java.lang.String[] preferredOriginalCalledNumber, int[] preferredOriginalCalledOption, java.lang.String[] facCode, java.lang.String[] cmcCode, int[] featurePriority) |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>Selects one or more possible routing destinations. It takes a string array of:</p> <ul style="list-style-type: none"> <li>• destination telephone address names, in prioritized order</li> <li>• calling search spaces</li> <li>• modifyingCallingNumbers</li> <li>• PreferredOriginalCalled numbers</li> <li>• FACs</li> <li>• CMCs</li> <li>• feature priorities</li> </ul> <p>The PreferredOriginalCalled number gets selected based on the index of the destination telephone name array. If the index is not found in the PreferredOriginalCalled number array, preferredOriginalCalled gets set to the destination.</p> <p>The highest-priority destination is the first element in the given array, and the system attempts to route with this destination first. The system tries the successive specified destination addresses until the call gets routed successfully.</p> <p>The system delivers a RouteUsedEvent event to the application when a successful routing destination has been selected and the call has been routed to that destination.</p> <p><b>Pre-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() ==</code><br/><code>Provider.IN_SERVICE</code> <code>this.getState() ==</code><br/><code>RouteSession.ROUTE</code></li> <li>• <code>RouteSession.RE_ROUTE</code></li> </ul> <p><b>Post-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>this.getRouteAddress().getProvider().getState() ==</code><br/><code>Provider.IN_SERVICE</code> <code>this.getState() ==</code><br/><code>RouteSession.ROUTE_USED</code> (if the call was successfully routed.)</li> </ul> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• <code>routeSelected</code>—List of possible destinations for the call.</li> <li>• <code>callingSearchSpace</code>—For each route selected; can</li> </ul> |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>be CiscoRouteSession.<br/>           DEFAULT_SEARCH_SPACE,<br/>           CiscoRouteSession.<br/>           CALLINGADDRESS_SEARCH_SPACE, or<br/>           CiscoRouteSession.<br/>           ROUTEADDRESS_SEARCH_SPACE.</p> <ul style="list-style-type: none"> <li>• preferredOriginalCalledNumber—List with each element corresponding to the route at the same array index in the routeSelected list.</li> <li>• preferredOriginalCalledOption—Options list, each corresponding to RouteList. The option specifies whether to set OriginalCalled to preferredOriginalCalledNumber. The option values are CiscoRouteSession.<br/>           DONOT_RESET_ORIGINALCALLED and<br/>           CiscoRouteSession. RESET_ORIGINALCALLED.<br/>           If the value is unspecified or null, the default is<br/>           CiscoRouteSession.<br/>           DONOT_RESET_ORIGINALCALLED.</li> <li>• modifyingCallingNumber—Elements array for which the application would like to modify the calling number when the call reaches the routeselected element. If applications do not want to modify the number, they must pass a null value for this parameter.</li> <li>• facCode (Forced Authorization Code [FAC])—If a routeSelected element requires a FAC, the corresponding facCode element must contain that code. If no code is required for a routeSelected element, the application must pass a null value for this parameter.</li> <li>• cmcCode (Client Matter Code [CMC])—If a routeSelected element requires a CMC, the corresponding cmcCode element must contain that code. If no code is required for a routeSelected element, the application must pass a null value for this parameter.</li> <li>• featurePriority—For each route selected, the feature priority can be set. The application may set CiscoCall. FEATUREPRIORITY_NORMAL if the application does not want to set any specific priority. The featurePriority parameter may be CiscoCall. FEATUREPRIORITY_NORMAL, CiscoCall. FEATUREPRIORITY_URGENT, or CiscoCall.FEATUREPRIORITY_EMERGENCY</li> </ul> <p><b>Throws</b></p> |

| Interface | Method                                                                                                                                                                                                                                                                                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                                                                                                                                                                                                                                                      | <ul style="list-style-type: none"> <li>• <code>javax.telephony.PrivilegeViolationException</code> (The user does not have the necessary privileges to use this method.)</li> <li>• <code>com.cisco.jtapi.MethodNotSupportedExceptionImpl</code> (The implementation does not support routing.)</li> <li>• <code>javax.telephony.MethodNotSupportedException</code></li> </ul>                                                                                                                                                                                                                                        |
| void      | <code>selectRoute(String[] routeSelected, int[] callingSearchSpace, String[] modifyingCallingNumber, String[] preferredOriginalCalledNumber, int[] preferredOriginalCalledOption, String[] facCode, String[] cmcCode, int[] featurePriority, byte[][] applicationXMLData, String[] deviceName</code> | <p>This method is similar to the above method, but takes an array of destination device names, in a prioritized order. This order of device names corresponds to the order of destinations provided in route selected.</p> <p>This method takes a string array of:</p> <ul style="list-style-type: none"> <li>• destination telephone address names, in prioritized order</li> <li>• calling search spaces</li> <li>• modifyingCallingNumbers</li> <li>• PreferredOriginalCalled numbers</li> <li>• FACs</li> <li>• CMCs</li> <li>• feature priorities</li> <li>• Application XML</li> <li>• device Names</li> </ul> |

## Inherited Methods

### From Interface `javax.telephony.callcenter.RouteSession`

`endRoute`, `getCause`, `getRouteAddress`, `getState`, `selectRoute`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoRouteTerminal

A `CiscoRouteTerminal` is a special kind of `CiscoTerminal` that allows applications to terminate RTP media streams. Unlike a `CiscoTerminal`, a `CiscoRouteTerminal` does not represent a physical telephony endpoint,



which is observable and controllable in a third-party manner. Instead, a `CiscoRouteTerminal` is a logical telephony endpoint that may be associated with any application that wants to route calls and terminate media. Unlike a `CiscoMediaTerminal`, a `CiscoRouteTerminal` can have multiple active calls at the same time. Typically, applications use `CiscoRouteTerminals` to queue calls until an agent is available to service them.



**Note** `CiscoRouteTerminals` are CTI Route Points on Cisco Unified Communications Manager.

Terminating media is a three-step process as follows:

1. The application registers its media capabilities with this Terminal by using the `CiscoRouteTerminal.register` method.
2. The application adds an observer that implements the `CiscoTerminalObserver` interface by using the `Terminal.addObserver` method.
3. The application must call `addCallObserver` on the `CiscoRouteTerminal` or the `CiscoRouteAddress` to receive and answer calls.

Applications will receive a `CiscoMediaOpenLogicalChannelEv` for each call or whenever media is stopped and needs to be reestablished. Applications must supply an IP address and port number by using the `setRTTPParams` method on `CiscoRouteTerminal`.



**Note Important**—All applications written for or prior to `CiscoJtapiClient` Release 1.4 must be modified to register with `CiscoRouteTerminal.NO_MEDIA_TERMINATION` type if the applications are not interested in media termination.

Multiple applications can register with same `RoutePoint` as long as they are registered with the same media capabilities and registration type. All applications, if registered with `CiscoRouteTerminal.DYNAMIC_MEDIA_REGISTRATION`, will receive `CiscoMediaOpenLogicalChannelEv` when they add a `callObserver`, but only one application will be able to invoke `setRTTPParams`.

Applications that are interested in media termination must add a `CallObserver` on the `RouteAddress` or on the `CiscoRouteTerminals`. Applications must not register with `Dynamic` type and add a `registerRouteCallBack`. Applications should only use `registerRouteCallBack` if they are not interested in media termination. Applications must not add a `registerRouteCallBack` and a `callObserver` at the same time.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                          |
|-----------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Added these modes to the <code>activeAddressingMode</code> : <ul style="list-style-type: none"> <li>• <code>CiscoTerminal.IP_ADDRESSING_MODE_IPv6</code></li> <li>• <code>CiscoTerminal.IP_ADDRESSING_MODE_IPv4_v6</code></li> </ul> |

## Superinterfaces

`CiscoObjectContainer`, `CiscoTerminal`, `javax.telephony.Terminal`

## Declaration

```
public interface CiscoRouteTerminal extends CiscoTerminal
```

## Fields

Table 166: Fields in CiscoRouteTerminal

| Interface  | Field                      | Description                                                                                                                                                                                                                                                                                                                                   |
|------------|----------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | DYNAMIC_MEDIA_REGISTRATION | Applications that are interested in media termination need to register with this type and pass in the capabilities that the application supports in the registration request.                                                                                                                                                                 |
| static int | NO_MEDIA_REGISTRATION      | Applications that are not interested in media termination need to register with this type and pass in a null value for CiscoMediaCapability in the registration request.<br><br>If registrationType is CiscoRouteTerminal. NO_MEDIA_REGISTRATION, the application cannot terminate media and can use the CiscoRouteTerminal for call routing. |

## Inherited Fields

### From Interface com.cisco.jtapi.extensions.CiscoTerminal

ASCII\_ENCODING, DEVICESTATE\_ACTIVE, DEVICESTATE\_ALERTING, DEVICESTATE\_HELD, DEVICESTATE\_IDLE, DEVICESTATE\_UNKNOWN, DEVICESTATE\_WHISPER, DND\_OPTION\_CALL\_REJECT, DND\_OPTION\_NONE, DND\_OPTION\_RINGER\_OFF, IN\_SERVICE, IP\_ADDRESSING\_MODE\_IPV4, IP\_ADDRESSING\_MODE\_IPV4\_V6, IP\_ADDRESSING\_MODE\_IPV6, IP\_ADDRESSING\_MODE\_UNKNOWN, IP\_ADDRESSING\_MODE\_UNKNOWN\_ANATRED, NOT\_APPLICABLE, OUT\_OF\_SERVICE, UCS2UNICODE\_ENCODING, UNKNOWN\_ENCODING

## Methods

Table 167: Methods in CiscoRouteTerminal

| Interface | Method                                                             | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | register(CiscoMediaCapability[]capabilities, int registrationType) | <p>Registers a Terminal with specified CiscoMediaCapabilities and register type. The Provider must be in the Provider.IN_SERVICE state. Returns successfully when the CiscoRouteTerminal is registered.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>capabilities—List of RTP encodings that the application supports for this Terminal. If the application is not interested in media termination, you may pass in a null value.</li> <li>registrationType—Either CiscoRouteTerminal.DYNAMIC_MEDIA_REGISTRATION or CiscoRouteTerminal.NO_MEDIA_REGISTRATION.</li> </ul> <p>If registrationType is CiscoRouteTerminal.NO_MEDIA_REGISTRATION, the application cannot terminate media and can use the CiscoRouteTerminal for call routing.</p> <p>If registrationType is CiscoRouteTerminal.DYNAMIC_MEDIA_REGISTRATION, the application can terminate media and can have multiple active calls. This registrationType indicates that the application will supply the IP address and port dynamically for each call. Applications registering with this type receive a CiscoMediaOpenLogicalChannelEv for each call and must supply the IP address and port number by using the setRTTPParams method on the CiscoRouteTerminal .</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>CiscoRegistrationException</li> </ul> |

| Interface | Method                                                                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-----------|----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | register(CiscoMediaCapability[]capabilities, int registrationType, int[] algorithmIDs) | <p>Registers a Terminal with the specified CiscoMediaCapabilities, registrationType, and supported SRTP algorithms. The Provider must be in the Provider.IN_SERVICE state. This method returns successfully when the CiscoRouteTerminal is registered.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>capabilities—List of RTP encodings that the application supports for this Terminal. If the application is not interested in media termination, you may pass in a null value.</li> <li>registrationType—Either CiscoRouteTerminal.DYNAMIC_MEDIA_REGISTRATION or CiscoRouteTerminal.NO_MEDIA_REGISTRATION. <p>If registrationType is CiscoRouteTerminal.NO_MEDIA_REGISTRATION, the application cannot terminate media and can use the CiscoRouteTerminal for call routing. Other parameters in the method are ignored.</p> <p>If registrationType is CiscoRouteTerminal.DYNAMIC_MEDIA_REGISTRATION, the application can terminate media and can have multiple active calls. This registrationType indicates that the application will supply the IP address and port dynamically for each call. Applications registering with this type receive a CiscoMediaOpenLogicalChannelEv for each call and must supply the IP address and port number by using the setRTPParams method.</p> </li> <li>algorithmIDs—List of SRTP algorithms that the application supports for this Terminal. To use this, the application must have the TLS Link and SRTP Enabled flag enabled. AlgorithmIDs must be one of CiscoMediaEncryptionSupportedAlgorithms.</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>javax.telephony.PrivilegeViolationException (The application tried to use the method, but is not authorized to use it.)</li> <li>CiscoRegistrationException</li> </ul> |

| Interface | Method                                                                                                                 | Description |
|-----------|------------------------------------------------------------------------------------------------------------------------|-------------|
| void      | register(CiscoMediaCapability[]capabilities,<br>int registrationType, int[] algorithmIDs,<br>int activeAddressingMode) |             |

| Interface | Method | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |        | <p>The CiscoRouteTerminal must be in the CiscoTerminal.UNREGISTERED state and its Provider must be in the Provider.IN_SERVICE state. The successful effect of this method is to register the RouteTerminal. Registers a Terminal with specified CiscoMediaCapabilities and register type and supported SRTP Algorithms.</p> <p>If registrationType is CiscoRouteTerminal .NO_MEDIA_REGISTRATION, application cannot terminate media and can use route point for call routing purpose. Other parameters in the method are ignored.</p> <p>If registration Type is CiscoRouteTerminal .DYNAMIC_MEDIA_REGISTRATION, then app can terminate media and can have multiple active calls. This Indicates that application is interested in supplying ipAddress and port dynamically for each call.</p> <p>Applications registering with this type will receive CiscoMediaOpenLogicalChannelEv for each call and will have to supply ipAddress and port number using setRTTPParams method on CiscoRouteTerminal .</p> <p><b>Method arguments</b></p> <p>Capabilities indicates the type of RTP encodings that the application is willing to support for this Terminal. If application is not interested in media termination, it may pass in null value registrationType may be CiscoRouteTerminal .NO_MEDIA_REGISTRATION or CiscoRouteTerminal .DYNAMIC_MEDIA_REGISTRATION.</p> <p>Supported Algorithms may be the SRTP Algorithms that application supports for this terminal. In order to use this, application need to have TLS Link and SRTP Enabled flag enabled. PrivilegeViolationException is thrown if app is not authorized to use this method.</p> <p><b>Post-condition</b></p> <p>This method returns successfully when the CiscoRouteTerminal is registered.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• capabilities—List of RTP encodings supported by this terminal.</li> <li>• registrationType—CiscoRouteTerminal .DYNAMIC_MEDIA_REGISTRATION or CiscoRouteTerminal .NO_MEDIA_REGISTRATION</li> </ul> |

| Interface | Method                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                           | <ul style="list-style-type: none"> <li>• <code>algorithmIDs</code>—List of supported SRTP algorithms. AlgorithmIDs may only be one of <code>CiscoMediaEncryptionSupportedAlgorithms</code>.</li> <li>• <code>activeAddressingMode</code>—IP Addressing mode in which application intends to register this <code>CiscoRouteTerminal</code> . The modes can be: <ul style="list-style-type: none"> <li>• <code>CiscoTerminal.IP_ADDRESSING_MODE_IPv4</code></li> <li>• <code>CiscoTerminal.IP_ADDRESSING_MODE_IPv6</code></li> <li>• <code>CiscoTerminal.IP_ADDRESSING_MODE_IPv4_v6</code></li> </ul> </li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• <code>CiscoRegistrationException</code></li> <li>• <code>javax.telephony.PrivilegeViolationException</code></li> </ul> |
| void      | <code>unregister()</code> | <p>The <code>CiscoRouteTerminal</code> must be registered and its <code>Provider</code> must be in the <code>Provider.IN_SERVICE</code> state. The successful effect of this method is to unregister the <code>CiscoRouteTerminal</code> .</p> <p><b>Post-condition</b></p> <ul style="list-style-type: none"> <li>• This method returns successfully when the <code>MediaTerminal</code> is unregistered.</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• <code>CiscoUnregistrationException</code></li> </ul>                                                                                                                                                                                                                                                             |

| Interface | Method                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|---------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setRTTPParams(CiscoRTPHandler rtpHandle, CiscoRTTPParams rtpParams) | <p>Applications can set the IP address and RTP Port number to dynamically stream media for a call. To do this, applications must register MediaTerminal or CiscoRouteTerminal by providing only capabilities.</p> <p>Applications must then invoke this method upon receiving CiscoCallOpenLogicalChannelEv on the TerminalObserver.</p> <p><b>Parameters</b></p> <p>rtpHandle—The handle the application receives in CiscoCallOpenLogicalChannelEv rtpParams. Refer to CiscoRTTPParams.</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException</li> <li>• javax.telephony.InvalidArgumentException</li> <li>• javax.telephony.PrivilegeViolationException</li> </ul> |
| boolean   | isRegistered()                                                      | This method returns true if the CiscoMediaTerminal is registered and false otherwise. If the CiscoRouteTerminal is OutOfService, this method returns false; if it is InService, this method returns true. For CTIManager failure cases, this method returns false.                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| boolean   | isRegisteredByThisApp()                                             | This method returns true if this application issued a successful registration request. The registration remains valid even if the device is out-of-service because of a CTIManager failure. This returns true until this application unregisters the device.                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| int       | getIPAddressingMode()                                               | <p>Application can invoke this API to query the IP Addressing Mode of the CiscoRouteTerminal . Addressing mode may be any of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoTerminal.IP_ADDRESSING_IPv4</li> <li>• CiscoTerminal.IP_ADDRESSING_IPv6</li> <li>• CiscoTerminal.IP_ADDRESSING_IPv4_v6</li> </ul>                                                                                                                                                                                                                                                                                                                                                                              |

## Inherited Methods

### From Interface com.cisco.jtapi.extensions.CiscoTerminal

createSnapshot, getAltScript, getDeviceState, getDNDOption, getDNDStatus, getEMLoginUsername, getFilter, getLocale, getProtocol, getRegistrationState, getRTPInputProperties, getRTPOutputProperties, getState, getSupportedEncoding, isRestricted, sendData, sendData, setDNDStatus, setFilter, unPark



**From Interface `javax.telephony.Terminal`**

`addCallObserver`, `addObserver`, `getAddresses`, `getCallObservers`, `getCapabilities`, `getName`, `getObservers`, `getProvider`, `getTerminalCapabilities`, `getTerminalConnections`, `removeCallObserver`, `removeObserver`

**From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`**

`getObject`, `setObject`

## Related Documentation

See `CiscoTerminal` and [Constant Field Values, on page 1779](#) `CiscoMediaOpenLogicalChannelEv`

## CiscoRouteUsedEvent

The `CiscoRouteUsedEvent` event indicates that the `RouteSession` moved into the `RouteSession.ROUTE_USED` state and the call terminated at a destination as a result of application routing. This interface extends the `RouteUsedEvent` interface and gets reported via the `RouteCallback` interface.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.callcenter.events.RouteSessionEvent`, `javax.telephony.callcenter.events.RouteUsedEvent`

## Declaration

```
public interface CiscoRouteUsedEvent extends javax.telephony.callcenter.events.RouteUsedEvent
```

## Fields

None

## Methods

*Table 168: Methods in `CiscoRouteUsedEvent`*

| Interface | Method                               | Description                                                    |
|-----------|--------------------------------------|----------------------------------------------------------------|
| Int       | <code>getRouteSelectedIndex()</code> | Returns an array index of the route where the call got routed. |

## Inherited Methods

**From Interface `javax.telephony.callcenter.events.RouteUsedEvent`**

`getCallingAddress`, `getCallingTerminal`, `getDomain`, `getRouteUsed`

**From Interface `javax.telephony.callcenter.events.RouteSessionEvent`**

`getRouteSession`

## Related Documentation

See `RouteSession`, `RouteCallback`, and `RouteSessionEvent`.

## CiscoRTPBitRate

The `RTPBitRate` interface contains constants describing G.723 RTP bit rates.

`CiscoRTPInputProperties.getBitRate` and `CiscoRTPOutputProperties.getBitRate` return these constants.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoRTPBitRate
```

## Fields

*Table 169: Fields in `CiscoRTPBitRate`*

| Interface  | Fields | Description                               |
|------------|--------|-------------------------------------------|
| static int | R5_3   | This constant is the 5.3k G.723 bit rate. |
| static int | R6_4   | This constant is the 6.4k G.723 bit rate. |

## Methods

None

## Related Documentation

See `CiscoRTPInputProperties.getBitRate()`, `CiscoRTPOutputProperties.getBitRate()`

## CiscoRTPHandle

Use the `CiscoRTPHandle` object to get a call reference with `CiscoProvider.getCall(CiscoRTPHandle)`. This object gets returned in `CiscoMediaCallOpenLogicalChannelEv`. Pass this handle in the `setRTTPParams` parameter of `CiscoMediaTerminal` or `CiscoRouteTerminal`, depending on where the `CiscoMediaCallOpenLogicalChannelEv` event gets received.

If no call observer was added, or there was no call observer added at the time `CiscoMediaCallOpenLogicalChannelEv` got sent, `CiscoProvider.getCall(CiscoRTPHandle)` may return null.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoRTPHandle
```

## Fields

None

## Methods

*Table 170: Methods in CiscoRTPHandle*

| Interface | Method                   | Description                                                                                 |
|-----------|--------------------------|---------------------------------------------------------------------------------------------|
| Int       | <code>getHandle()</code> | Returns the Cisco Unified Communications Manager CallLeg ID of the call, in integer format. |

## Related Documentation

None

# CiscoRTPInputKeyEv

The CiscoRTPInputKeyEv event interface gives the key information for the encrypted incoming media stream. Applications should set the filter by using `CiscoTermEvFilter.setRTPKeyEventsEnabled(true)` to get this event via the `TerminalObserver.terminalChangedEvent()`.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoRTPInputKeyEv extends CiscoTermEv
```

## Fields

Table 171: Fields in CiscoRTPInputKeyEv

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.TermEv

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,

META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 172: Methods in CiscoRTPInputKeyEv

| Interface   | Method                           | Description                                                                                                                                                                                                                                                                                  |
|-------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int         | getCiscoMediaEncryptionKeyInfo() | Returns CiscoMediaEncryptionKeyInfo only if the provider is opened with the TLS link and SRTP enabled options set for the application in the Cisco Unified Communications Manager administration. Otherwise, it returns null.                                                                |
| int         | getCiscoMediaSecurityIndicator() | Returns the media security indicator, one of the following constants:<br><br>CiscoMediaSecurityIndicator.<br>MEDIA_ENCRYPTED_KEYS_AVAILABLE<br><br>CiscoMediaSecurityIndicator.<br>MEDIA_ENCRYPT_USER_NOT_AUTHORIZED<br><br>CiscoMediaSecurityIndicator.<br>MEDIA_ENCRYPTED_KEYS_UNAVAILABLE |
| CiscoCallID | getCallID()                      | Returns a CiscoCallID object if there is already a CiscoCall present when this event is sent. If there is no CiscoCall present, this method returns null. getCallID().getCall() gives the call for which this key applies.                                                                   |
| int         | getCiscoRTPHandle()              | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event got delivered, CiscoProvider.getCall returns null. Returns: CiscoRTPHandle.                                |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.TermEv

getTerminal

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See CiscoRTPParams, CiscoMediaSecurityIndicator.

## CiscoRTPInputProperties

The CiscoRTPInputProperties interface returns the properties of the media received by the Terminal (the inbound media stream). CiscoRTPInputStartedEv indicates that the media started.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoRTPInputProperties
```

## Fields

None

## Methods

*Table 173: Methods in CiscoRTPInputProperties*

| Interface            | Method                | Description                                                                      |
|----------------------|-----------------------|----------------------------------------------------------------------------------|
| int                  | getBitRate()          | Returns the media bit rate and can CiscoRTPBitRate.R5_3 or CiscoRTPBitRate.R6_4. |
| boolean              | getEchoCancellation() | Returns True if the application needs to use echo cancellation.                  |
| java.net.InetAddress | getLocalAddress()     | Returns the address to which media will be directed.                             |
| int                  | getLocalPort()        | Returns the port to which media will be directed.                                |
| int                  | getPacketSize()       | Returns the packet size, in milliseconds.                                        |

| Interface | Method           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getPayloadType() | <p>Returns the payload format, which is one of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoRTPPayload.G711ALAW64K</li> <li>• CiscoRTPPayload.G711ALAW56K</li> <li>• CiscoRTPPayload.G711ULAW64K</li> <li>• CiscoRTPPayload.G711ULAW56K</li> <li>• CiscoRTPPayload.G722_64K</li> <li>• CiscoRTPPayload.G722_56K</li> <li>• CiscoRTPPayload.G722_48K</li> <li>• CiscoRTPPayload.G7231</li> <li>• CiscoRTPPayload.G728</li> <li>• CiscoRTPPayload.G729</li> <li>• CiscoRTPPayload.G729ANNEXA</li> <li>• CiscoRTPPayload.ACY_G729AASSN</li> <li>• CiscoRTPPayload.DATA64</li> <li>• CiscoRTPPayload.DATA56</li> <li>• CiscoRTPPayload.GSM</li> <li>• CiscoRTPPayload.WIDEBAND_256K</li> </ul> |

## Related Documentation

See CiscoRTPPayload and CiscoRTPBitRate.

## CiscoRTPInputStartedEv

The CiscoRTPInputStartedEv event indicates the start of incoming media.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoRTPInputStartedEv extends CiscoTermEv
```

## Fields

Table 174: Fields in CiscoRTPInputStartedEv

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 175: Methods in CiscoRTPInputStartedEv

| Interface      | Method                   | Description                                                                             |
|----------------|--------------------------|-----------------------------------------------------------------------------------------|
| CiscoCallID    | getCallID()              | Returns CiscoCallID.                                                                    |
| CiscoRTPHandle | getCiscoRTPHandle()      | Returns a CiscoRTPHandle object.                                                        |
| int            | getMediaConnectionMode() | Returns a CiscoMediaConnectionMode.                                                     |
| int            | getRTPInputProperties()  | Returns CiscoRTPInputProperties, which gives the characteristics of the incoming media. |



## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#), `CiscoRTPInputProperties`, `CiscoCallID`, `CiscoRTPParams`, and `CiscoMediaConnectionMode`.

## CiscoRTPInputStoppedEv

The `CiscoRTPInputStoppedEv` event indicates that the incoming media stream has stopped.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoTermEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermEv`

## Declaration

```
public interface CiscoRTPInputStoppedEv extends CiscoTermEv
```

## Fields

*Table 176: Fields in `CiscoRTPInputStoppedEv`*

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 177: Methods in `CiscoRTPInputStoppedEv`

| Interface      | Method                                | Description                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------------|---------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCallID    | <code>getCallID()</code>              | Returns CiscoCallID. CiscoRTPInputStartedEv applies to CiscoCallID.getCall().                                                                                                                                                                                                                                                                                                                                                          |
| CiscoRTPHandle | <code>getCiscoRTPHandle()</code>      | Returns CiscoRTPHandle object. Applications can get call reference using CiscoProvider.getCall. If there is no callobserver or there was no callobserver when this event is delivered, then CiscoProvider.getCall may return null.                                                                                                                                                                                                     |
| int            | <code>getMediaConnectionMode()</code> | Returns a CiscoMediaConnectionMode with one of the following values for mediaMode: <ul style="list-style-type: none"> <li>• CiscoMediaConnectionMode.RECEIVE_ONLY (one-way media, receive only)</li> <li>• CiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE: (two-way media)</li> </ul> <p>In general, you should never get an event with mode NONE; however, if that happens, applications should ignore the event and log an error.</p> |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#), `CiscoMediaConnectionMode`, `CiscoCallID`, and `CiscoRTPParams`.

# CiscoRTPOutputKeyEv

The `CiscoRTPOutputKeyEv` event gives the key information for the encrypted outgoing (transmitted) media stream. Applications set the filter by using `CiscoTermEvFilter.setRTPKeyEventsEnabled(true)` to get this event via the `TerminalObserver.terminalChangedEvent()`.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoTermEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermEv`

## Declaration

```
public interface CiscoRTPOutputKeyEv extends CiscoTermEv
```

## Fields

*Table 178: Fields in `CiscoRTPOutputKeyEv`*

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 179: Methods in `CiscoRTPOutputKeyEv`

| Interface                   | Method                           | Description                                                                                                                                                                                                                                                                                                                 |
|-----------------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCallID                 | getCallID()                      | Returns a CiscoCallID object if there is already a CiscoCall present when this event is sent. If there is no CiscoCall present, this method returns null.                                                                                                                                                                   |
| CiscoMediaEncryptionKeyInfo | getCiscoMediaEncryptionKeyInfo() | Returns CiscoMediaEncryptionKeyInfo only if the provider is opened with the TLS link and SRTP enabled options set for the application in Cisco Unified Communications Manager administration. Otherwise, it will return null.                                                                                               |
| int                         | getCiscoMediaSecurityIndicator() | Returns media security indicator, one of the following constants: <ul style="list-style-type: none"> <li>CiscoMediaSecurityIndicator.MEDIA_ENCRYPTED_KEYS_AVAILABLE</li> <li>CiscoMediaSecurityIndicator.MEDIA_ENCRYPT_USER_NOT_AUTHORIZED</li> <li>CiscoMediaSecurityIndicator.MEDIA_ENCRYPTED_KEYS_UNAVAILABLE</li> </ul> |

| Interface      | Method              | Description                                                                                                                                                                                                                            |
|----------------|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRTPHandle | getCiscoRTPHandle() | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event is delivered, CiscoProvider.getCall may return null. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.TermEv`

getTerminal

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values, on page 1779](#), CiscoRTPParams, and CiscoMediaSecurityIndicator.

# CiscoRTPOutputProperties

The CiscoRTPOutputProperties interface gives the properties of the media transmitted by the terminal. CiscoRTPOutputStartedEv indicates that the media has started.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoRTPOutputProperties
```

## Fields

None

## Methods

Table 180: Methods in CiscoRTPOutputProperties

| Interface                | Method                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                      | getBitRate()            | Returns the media bit rate, one of the following constants: <ul style="list-style-type: none"> <li>• CiscoRTPBitRate.R5_3</li> <li>• CiscoRTPBitRate.R6_4</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| int                      | getMaxFramesPerPacket() | Returns the maximum number of frames to send per packet.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| int                      | getPacketSize()         | Returns the packet size, in milliseconds.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| int                      | getPayloadType()        | Returns the payload format, which is one of the following constants: <ul style="list-style-type: none"> <li>• CiscoRTPPayload.NONSTANDARD</li> <li>• CiscoRTPPayload.G711ALAW64K</li> <li>• CiscoRTPPayload.G711ALAW56K</li> <li>• CiscoRTPPayload.G711ULAW64K</li> <li>• CiscoRTPPayload.G711ULAW56K</li> <li>• CiscoRTPPayload.G722_64K</li> <li>• CiscoRTPPayload.G722_56K</li> <li>• CiscoRTPPayload.G722_48K</li> <li>• CiscoRTPPayload.G7231</li> <li>• CiscoRTPPayload.G728</li> <li>• CiscoRTPPayload.G729</li> <li>• CiscoRTPPayload.G729ANNEXA</li> <li>• CiscoRTPPayload.IS11172AUDIOCAP</li> <li>• CiscoRTPPayload.IS13818AUDIOCAP</li> <li>• CiscoRTPPayload.ACY_G729AASSN</li> <li>• CiscoRTPPayload.DATA64</li> <li>• CiscoRTPPayload.DATA56</li> <li>• CiscoRTPPayload.GSM</li> <li>• CiscoRTPPayload.ACTIVEVOICE</li> <li>• CiscoRTPPayload.WIDEBAND_256K</li> </ul> |
| int                      | getPrecedenceValue()    | Returns the precedence value.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| java.net.<br>InetAddress | getRemoteAddress()      | Returns the address to which media is to be transmitted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| int                      | getRemotePort()         | Returns the port to which media is to be transmitted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| boolean                  | getSilenceSuppression() | Returns false if Cisco Unified Communication Manager service parameter “Silence Suppression” is set to False or True otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Related Documentation

See CiscoRTPBitRate.

## CiscoRTPOutputStartedEv

The CiscoRTPOutputStartedEv event interface indicates the start of media transmission.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoRTPOutputStartedEv extends CiscoTermEv
```

## Fields

*Table 181: Fields in CiscoRTPOutputStartedEv*

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.TermEv

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,

CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 182: Methods in CiscoRTPOutputStartedEv

| Interface                | Method                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRTPOutputProperties | getRTPOutputProperties() | Returns the RTP output properties.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CiscoCallID              | getCallID()              | Returns CiscoCallID. CiscoRTPOutputStartedEv applies to CiscoCallID.getCall().                                                                                                                                                                                                                                                                                                                                                                             |
| CiscoRTPHandle           | getCiscoRTPHandle()      | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event is delivered, CiscoProvider.getCall may return null.                                                                                                                                                                                                                     |
| int                      | getMediaConnectionMode() | <p>Returns a CiscoMediaConnectionMode with one of the following values for mediaMode:</p> <ul style="list-style-type: none"> <li>• CiscoMediaConnectionMode.TRANSMIT_ONLY (one-way media; transmit only)</li> <li>• CiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE (two-way media)</li> </ul> <p><b>Note</b> In general, you should never get an event with mode NONE; however, if that happens, applications should ignore the event and log an error.</p> |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.TermEv

getTerminal

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent



## Related Documentation

See [Constant Field Values, on page 1779](#), `CiscoCallID`, and `CiscoRTPParams`.

## CiscoRTPOutputStoppedEv

The `CiscoRTPOutputStoppedEv` event indicates that the media transmission stopped.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoTermEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermEv`

## Declaration

```
public interface CiscoRTPOutputStoppedEv extends CiscoTermEv
```

## Fields

*Table 183: Fields in CiscoRTPOutputStoppedEv*

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

`CAUSE_CALL_CANCELLED`, `CAUSE_DEST_NOT_OBTAINABLE`,  
`CAUSE_INCOMPATIBLE_DESTINATION`, `CAUSE_LOCKOUT`, `CAUSE_NETWORK_CONGESTION`,  
`CAUSE_NETWORK_NOT_OBTAINABLE`, `CAUSE_NEW_CALL`, `CAUSE_NORMAL`,  
`CAUSE_RESOURCES_NOT_AVAILABLE`, `CAUSE_SNAPSHOT`, `CAUSE_UNKNOWN`,  
`META_CALL_ADDITIONAL_PARTY`, `META_CALL_ENDING`, `META_CALL_MERGING`,  
`META_CALL_PROGRESS`, `META_CALL_REMOVING_PARTY`, `META_CALL_STARTING`,  
`META_CALL_TRANSFERRING`, `META_SNAPSHOT`, `META_UNKNOWN`

### From Interface `javax.telephony.events.Ev`

`CAUSE_CALL_CANCELLED`, `CAUSE_DEST_NOT_OBTAINABLE`,  
`CAUSE_INCOMPATIBLE_DESTINATION`, `CAUSE_LOCKOUT`, `CAUSE_NETWORK_CONGESTION`,

CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 184: Methods in *CiscoRTPOutputStoppedEv*

| Interface      | Method                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCallID    | getCallID()              | Returns CiscoCallID. CiscoRTPOutputStoppedEv applies to CiscoCallID.getCall().                                                                                                                                                                                                                                                                                                                                                          |
| CiscoRTPHandle | getCiscoRTPHandle()      | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event is delivered, CiscoProvider.getCall may return null.                                                                                                                                                                                                  |
| int            | getMediaConnectionMode() | <ul style="list-style-type: none"> <li>Returns CiscoMediaConnectionMode with one of the following values:</li> <li>CiscoMediaConnectionMode.TRANSMIT_ONLY (one-way media; transmit)</li> <li>onlyCiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE (two-way media)</li> </ul> <p><b>Note</b> In general, you should never get an event with mode NONE; however, if that happens, applications should ignore the event and log an error.</p> |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.TermEv`

getTerminal

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779, CiscoCallID, CiscoRTPParams, and CiscoMediaConnectionMode.

# CiscoRTPOutputKeyEv

The CiscoRTPOutputKeyEv event gives the key information for the encrypted outgoing (transmitted) media stream. Applications set the filter by using `CiscoTermEvFilter.setRTPKeyEventsEnabled(true)` to get this event via the `TerminalObserver.terminalChangedEvent()`.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoRTPOutputKeyEv extends CiscoTermEv
```

## Fields

Table 185: Fields in CiscoRTPOutputKeyEv

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.TermEv

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,

META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 186: Methods in CiscoRTPOutputKeyEv

| Interface                   | Method                           | Description                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCallID                 | getCallID()                      | Returns a CiscoCallID object if there is already a CiscoCall present when this event is sent. If there is no CiscoCall present, this method returns null.                                                                                                                                                                                        |
| CiscoMediaEncryptionKeyInfo | getCiscoMediaEncryptionKeyInfo() | Returns CiscoMediaEncryptionKeyInfo only if the provider is opened with the TLS link and SRTP enabled options set for the application in Cisco Unified Communications Manager administration. Otherwise, it will return null.                                                                                                                    |
| int                         | getCiscoMediaSecurityIndicator() | Returns media security indicator, one of the following constants: <ul style="list-style-type: none"> <li>• CiscoMediaSecurityIndicator.<br/>MEDIA_ENCRYPTED_KEYS_AVAILABLE</li> <li>• CiscoMediaSecurityIndicator.<br/>MEDIA_ENCRYPT_USER_NOT_AUTHORIZED</li> <li>• CiscoMediaSecurityIndicator.<br/>MEDIA_ENCRYPTED_KEYS_UNAVAILABLE</li> </ul> |
| CiscoRTPHandle              | getCiscoRTPHandle()              | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event is delivered, CiscoProvider.getCall may return null.                                                                                                           |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.TermEv

getTerminal

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values, on page 1779](#), CiscoRTPParams, and CiscoMediaSecurityIndicator.

## CiscoRTPOutputProperties

The CiscoRTPOutputProperties interface gives the properties of the media transmitted by the terminal. CiscoRTPOutputStartedEv indicates that the media has started.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoRTPOutputProperties
```

## Fields

None

## Methods

*Table 187: Methods in CiscoRTPOutputProperties*

| Interface | Method                  | Description                                                                                                                                                          |
|-----------|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getBitRate()            | Returns the media bit rate, one of the following constants: <ul style="list-style-type: none"> <li>• CiscoRTPBitRate.R5_3</li> <li>• CiscoRTPBitRate.R6_4</li> </ul> |
| int       | getMaxFramesPerPacket() | Returns the maximum number of frames to send per packet.                                                                                                             |
| int       | getPacketSize()         | Returns the packet size, in milliseconds.                                                                                                                            |

| Interface            | Method                  | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                  | getPayloadType()        | Returns the payload format, which is one of the following constants: <ul style="list-style-type: none"> <li>• CiscoRTPPayload.NONSTANDARD</li> <li>• CiscoRTPPayload.G711ALAW64K</li> <li>• CiscoRTPPayload.G711ALAW56K</li> <li>• CiscoRTPPayload.G711ULAW64K</li> <li>• CiscoRTPPayload.G711ULAW56K</li> <li>• CiscoRTPPayload.G722_64K</li> <li>• CiscoRTPPayload.G722_56K</li> <li>• CiscoRTPPayload.G722_48K</li> <li>• CiscoRTPPayload.G7231</li> <li>• CiscoRTPPayload.G728</li> <li>• CiscoRTPPayload.G729</li> <li>• CiscoRTPPayload.G729ANNEXA</li> <li>• CiscoRTPPayload.IS11172AUDIOCAP</li> <li>• CiscoRTPPayload.IS13818AUDIOCAP</li> <li>• CiscoRTPPayload.ACY_G729AASSN</li> <li>• CiscoRTPPayload.DATA64</li> <li>• CiscoRTPPayload.DATA56</li> <li>• CiscoRTPPayload.GSM</li> <li>• CiscoRTPPayload.ACTIVEVOICE</li> <li>• CiscoRTPPayload.WIDEBAND_256K</li> </ul> |
| int                  | getPrecedenceValue()    | Returns the precedence value.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| java.net.InetAddress | getRemoteAddress()      | Returns the address to which media is to be transmitted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| int                  | getRemotePort()         | Returns the port to which media is to be transmitted.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| boolean              | getSilenceSuppression() | Returns false if Cisco Unified Communication Manager service parameter “Silence Suppression” is set to False or True otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

## Related Documentation

See CiscoRTPBitRate.

## CiscoRTPOutputStartedEv

The CiscoRTPOutputStartedEv event interface indicates the start of media transmission.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoRTPOutputStartedEv extends CiscoTermEv
```

## Fields

*Table 188: Fields in CiscoRTPOutputStartedEv*

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 189: Methods in *CiscoRTPOutputStartedEv*

| Interface                | Method                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRTPOutputProperties | getRTPOutputProperties() | Returns the RTP output properties.                                                                                                                                                                                                                                                                                                                                                                                                                         |
| CiscoCallID              | getCallID()              | Returns CiscoCallID. CiscoRTPOutputStartedEv applies to CiscoCallID.getCall().                                                                                                                                                                                                                                                                                                                                                                             |
| CiscoRTPHandle           | getCiscoRTPHandle()      | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event is delivered, CiscoProvider.getCall may return null.                                                                                                                                                                                                                     |
| int                      | getMediaConnectionMode() | <p>Returns a CiscoMediaConnectionMode with one of the following values for mediaMode:</p> <ul style="list-style-type: none"> <li>• CiscoMediaConnectionMode.TRANSMIT_ONLY (one-way media; transmit only)</li> <li>• CiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE (two-way media)</li> </ul> <p><b>Note</b> In general, you should never get an event with mode NONE; however, if that happens, applications should ignore the event and log an error.</p> |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.TermEv`

getTerminal

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values, on page 1779](#), `CiscoCallID`, and `CiscoRTPParams`.



# CiscoRTPOutputStoppedEv

The CiscoRTPOutputStoppedEv event indicates that the media transmission stopped.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoRTPOutputStoppedEv extends CiscoTermEv
```

## Fields

Table 190: Fields in CiscoRTPOutputStoppedEv

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,

META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 191: Methods in CiscoRTPOutputStoppedEv

| Interface      | Method                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoCallID    | getCallID()              | Returns CiscoCallID. CiscoRTPOutputStoppedEv applies to CiscoCallID.getCall().                                                                                                                                                                                                                                                                                                                                                          |
| CiscoRTPHandle | getCiscoRTPHandle()      | Returns a CiscoRTPHandle object. Applications can get a call reference by using CiscoProvider.getCall. If there is no call observer or there was no call observer when this event is delivered, CiscoProvider.getCall may return null.                                                                                                                                                                                                  |
| int            | getMediaConnectionMode() | <ul style="list-style-type: none"> <li>Returns CiscoMediaConnectionMode with one of the following values:</li> <li>CiscoMediaConnectionMode.TRANSMIT_ONLY (one-way media; transmit)</li> <li>onlyCiscoMediaConnectionMode.TRANSMIT_AND_RECEIVE (two-way media)</li> </ul> <p><b>Note</b> In general, you should never get an event with mode NONE; however, if that happens, applications should ignore the event and log an error.</p> |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779, `CiscoCallID`, `CiscoRTPParams`, and `CiscoMediaConnectionMode`.

# CiscoRTPPayload

The RTPPayload interface contains constants that describe RTP formats. The CiscoRTPInputProperties.getPayloadType and CiscoRTPOutputProperties.getPayloadType methods return these constants.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                                               |
|-----------------------------------------------------|-----------------------------------------------------------|
| 10.0(1)                                             | Added H261, H263, H264, H264_SVC, T120, and H224 Methods. |
| 7.1(1 and 2)                                        | Created history table to track changes.                   |

## Declaration

```
public interface CiscoRTPPayload
```

## Fields

*Table 192: Fields in CiscoRTPPayload*

| Interface        | Fields          | Description               |
|------------------|-----------------|---------------------------|
| static final int | NONSTANDARD     | A nonstandard RTP payload |
| static final int | G711ALAW64K     | G.711 64K a-law payload   |
| static final int | G711ALAW56K     | G.711 56K a-law payload   |
| static final int | G711ULAW64K     | G.711 64K u-law payload   |
| static final int | G711ULAW56K     | G.711 56K u-law payload   |
| static final int | G722_64K        | G.722 64K payload         |
| static final int | G722_56K        | G.722 56K payload         |
| static final int | G722_48K        | G.722 48K payload         |
| static final int | G7231           | G.723.1 payload           |
| static final int | G728            | G.728 payload             |
| static final int | G729            | G.729 payload             |
| static final int | G729ANNEXA      | G.729a payload            |
| static final int | IS11172AUDIOCAP | IS11172AUDIOCAP payload   |

| Interface        | Fields          | Description             |
|------------------|-----------------|-------------------------|
| static final int | IS13818AUDIOCAP | IS13818AUDIOCAP payload |
| static final int | ACY_G729AASSN   | ACY_G729AASSN payload   |
| static final int | DATA64          | DATA64 payload          |
| static final int | DATA56          | DATA56 payload          |
| static final int | GSM             | GSM payload             |
| static final int | ACTIVEVOICE     | ACTIVEVOICE payload     |
| static final int | WIDEBAND_256K   | Wide_Band_256k payload  |

## Methods

**Table 193: Methods in CiscoRTPPayload**

| Interface        | Method   | Description                                                             |
|------------------|----------|-------------------------------------------------------------------------|
| static final int | H261     | The rtp payload type associated with the multimedia stream is H261.     |
| static final int | H263     | The rtp payload type associated with the multimedia stream is H263.     |
| static final int | H264     | The rtp payload type associated with the multimedia stream is H264.     |
| static final int | H264_SVC | The rtp payload type associated with the multimedia stream is H264_SVC. |
| static final int | T120     | The rtp payload type associated with the multimedia stream is T120.     |
| static final int | H224     | The rtp payload type associated with the multimedia stream is H224.     |

## Related Documentation

See `CiscoRTPInputProperties.getPayloadType()`, `CiscoRTPOutputProperties.getPayloadType()`, and [Constant Field Values](#), on page 1779.

## CiscoRTPProperties

This interface contains the rtp properties of the multi media streams information.

Table 194: Interface History

| Cisco Unified Communications Manager Release Number | Description    |
|-----------------------------------------------------|----------------|
| 10.0(1)                                             | New interface. |

## Declaration

```
public interface CiscoRTPProperties
```

## Methods

Table 195: Methods in CiscoRTPProperties

| Interface   | Method                   | Description                                                                                                                                                                                                                                                                                                                                                                        |
|-------------|--------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| InetAddress | getReceptionAddress()    | Specifies the receiving IP address.                                                                                                                                                                                                                                                                                                                                                |
| int         | getReceptionPort()       | Specifies the receiving port number.                                                                                                                                                                                                                                                                                                                                               |
| InetAddress | getTransmissionAddress() | Specifies the transmitting IP address.                                                                                                                                                                                                                                                                                                                                             |
| boolean     | getTransmissionPort()    | Specifies the transmitting port number.                                                                                                                                                                                                                                                                                                                                            |
| int         | getPayloadType()         | Returns the payload format. The payload type can be: <ul style="list-style-type: none"> <li>• CiscoRTPPayload.H261 = 100</li> <li>• CiscoRTPPayload.H263_VIDEO = 101</li> <li>• CiscoRTPPayload.VIDEO = 102</li> <li>• CiscoRTPPayload.H264 = 103</li> <li>• CiscoRTPPayload.H264_SVC = 104</li> <li>• CiscoRTPPayload.T120 = 105</li> <li>• CiscoRTPPayload.H224 = 106</li> </ul> |
| int         | getMaxBitRate()          | Returns the maximum bit rate (bits per second), which is the max allowed video bit rate as negotiated by media layer. The value is the smaller of the region BW(Bandwidth) setting and BW requested by the endpoints.                                                                                                                                                              |

# CiscoSynchronousObserver

The Cisco JTAPI implementation is designed to allow applications to invoke blocking JTAPI methods such as `Call.connect()` and `TerminalConnection.answer()` from within their observer callbacks. This means that applications are not subject to the restrictions imposed by the JTAPI specification, which cautions applications against using JTAPI methods from within observer callbacks.

Normally, when an application adds a new observer to a JTAPI object, the Cisco JTAPI implementation creates an event queue and an accompanying worker thread to service the new observer. If the same observer is added to another object, its queue and thread are reused; in effect, every unique observer object has a single queue and worker thread. As noted, the advantage of this arrangement is that an application may invoke blocking JTAPI methods from within its observer callback. A subtle disadvantage, however, is that accessor methods such as `Call.getConnections()` and `Connection.getState()` may not return results that are consistent with events when invoked from within the observer callback.

For example, suppose that an application creates and connects a call from address "A" to address "B." If the application is observing address "A", it might reasonably expect that when it receives the `CallActiveEv`, the state of the call will be `Call.ACTIVE`. This is not necessarily true, because the worker thread that delivers events to the application is decoupled from the internal JTAPI thread that updates object states. In fact, if "B" rejects the call from "A," the call object might be in either the `Call.ACTIVE` state or the `Call.INVALID` state, depending on the exact moment at which the worker thread delivers the `CallActiveEv`.

Many applications will not be adversely affected by this asynchronous behavior. Applications that would benefit from a coherent call model during observer callbacks, however, can selectively disable the queuing logic of the Cisco JTAPI implementation. Applications that implement the `CiscoSynchronousObserver` interface on their observer objects declare that they want events to be delivered synchronously to its observers. Events delivered to synchronous observers will match the states of the call model objects queried from within the observer callback.

Objects that implement the `CiscoSynchronousObserver` interface may not invoke blocking JTAPI methods from within their event callbacks. The consequences of doing so are unpredictable, and may include deadlocking the JTAPI implementation. On the other hand, you may safely use the accessor methods of any JTAPI object, such as `Call.getState()` or `Connection.getState()`. Applications should avoid calling any interface that returns an array such as `Terminal.getAddresses()` in synchronous callbacks.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoSynchronousObserver
```

## Fields

None

## Methods

None

## Related Documentation

None

# CiscoTermActivatedEv

If a Terminal is observed and the restriction status changes to active, the system sends this event to the application.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoTermActivatedEv extends CiscoProvEv
```

## Fields

*Table 196: Fields in CiscoTermActivatedEv*

| Interface  | Field | Description |
|------------|-------|-------------|
| static int | ID    | None        |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,

META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 197: Methods in *CiscoTermActivatedEv*

| Interface                | Method        | Description                             |
|--------------------------|---------------|-----------------------------------------|
| javax.telephony.Terminal | getTerminal() | Returns the Terminal that is activated. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.ProvEv`

getProvider

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermButtonPressedEv

CiscoTermButtonPressedEv event is delivered on the TerminalObserver when a button is pressed on the Terminal. To receive this event, an application must set the filter using `ciscoTermEvFilter.setButtonPressedEnabled(true)`. The button pressed events respond only to the numeric keypad button presses on the Terminal as listed in the constants in this interface: 0-9, \*, #, A, B, C, and D.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv



## Declaration

```
public interface CiscoTermButtonPressedEv extends CiscoTermEv
```

## Fields

*Table 198: Fields in CiscoTermButtonPressedEv*

| Interface  | Field |
|------------|-------|
| static int | CHARA |
| static int | CHARB |
| static int | CHARC |
| static int | CHARD |
| static int | EIGHT |
| static int | FIVE  |
| static int | FOUR  |
| static int | ID    |
| static int | NINE  |
| static int | ONE   |
| static int | POUND |
| static int | SEVEN |
| static int | SIX   |
| static int | STAR  |
| static int | THREE |
| static int | TWO   |
| static int | ZERO  |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,

META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 199: Methods in CiscoTermButtonPressedEv*

| Interface | Method             | Description                         |
|-----------|--------------------|-------------------------------------|
| int       | getButtonPressed() | The button pressed on the Terminal. |

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.TermEv**

getTerminal

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [CiscoTermEvFilter](#) and [Constant Field Values](#), on page 1779.

## CiscoTermConnMonitoringEndEv

The system delivers the CiscoTermConnMonitoringEndEv event to the call observer when monitoring stops on the call or when call is disconnected.

### Interface History

| Cisco Unified Communications Manager Release | Description                             |
|----------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                 | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, javax.telephony.events.Ev, javax.telephony.events.TermConnEv

## Declaration

```
public interface CiscoTermConnMonitoringEndEv extends javax.telephony.events.TermConnEv
```

## Fields

*Table 200: Fields in CiscoTermConnMonitoringEndEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 201: CiscoTermConnMonitoringEndEv Methods*

| Interface | Method           | Description                                                                          |
|-----------|------------------|--------------------------------------------------------------------------------------|
| Int       | getMonitorType() | Returns the type of monitoring. The return value is always CiscoCall.SILENT_MONITOR. |

## Inherited Methods

**From Interface `javax.telephony.events.TermConnEv`**

`getTerminalConnection`

**From Interface `javax.telephony.events.CallEv`**

`getCall`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.

# CiscoTermConnMonitoringStartEv

The system delivers the `CiscoTermConnMonitoringStartEv` event to the call observer when monitoring starts on the call.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.CallEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermConnEv`

## Declaration

```
public interface CiscoTermConnMonitoringStartEv extends javax.telephony.events.TermConnEv
```

## Fields

*Table 202: Fields in `CiscoTermConnMonitoringStartEv`*

| Interface                     | Field |
|-------------------------------|-------|
| <code>static final int</code> | ID    |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 203: `CiscoTermConnMonitoringStartEv` Methods

| Interface | Method                        | Description                                                                                        |
|-----------|-------------------------------|----------------------------------------------------------------------------------------------------|
| int       | <code>getMonitorType()</code> | Returns the type of monitoring. The return value is always <code>CiscoCall.Silent_Monitor</code> . |

## Inherited Methods

### From Interface `javax.telephony.events.TermConnEv`

`getTerminalConnection`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779 for more information.

## CiscoTermConnMonitorInitiatorInfoEv

The `CiscoTermConnMonitorInitiatorInfoEv` event interface extends the `TermConnEv` interface and gets reported via the `CallObserver` on the monitor target (agent). This interface gives information about the monitor initiator (supervisor) when a monitor session gets established.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                  |
|-----------------------------------------------------|------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                      |
| 8.0(1)                                              | A new API getTransactionID() will be exposed to retrieve the transaction ID. |

## Superinterfaces

javax.telephony.events.CallEv, javax.telephony.events.Ev, javax.telephony.events.TermConnEv

## Declaration

```
public interface CiscoTermConnMonitorInitiatorInfoEv extends javax.telephony.events.TermConnEv
```

## Fields

Table 204: Fields in CiscoTermConnMonitorInitiatorInfoEv

| Interface  | Fields |
|------------|--------|
| static int | ID     |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 205: Methods in CiscoTermConnMonitorInitiatorInfoEv

| Interface                 | Method                         | Description                                                     |
|---------------------------|--------------------------------|-----------------------------------------------------------------|
| CiscoMonitorInitiatorInfo | getCiscoMonitorInitiatorInfo() | Returns the Terminal name and Address of the monitor initiator. |
| int                       | getTransactionID()             | Returns the transaction ID.                                     |

## Inherited Methods

### From Interface `javax.telephony.events.TermConnEv`

`getTerminalConnection`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermConnMonitorTargetInfoEv

The `CiscoTermConnMonitorTargetInfoEv` event interface extends the `TermConnEv` interface and gets reported via the `CallObserver` on monitor initiator. This interface provides information about the monitor target (agent) when a monitor session gets established.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                           |
|-----------------------------------------------------|---------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                               |
| 8.0(1)                                              | A new <code>getTransactionID()</code> will be exposed to retrieve the transaction ID. |

## Superinterfaces

`javax.telephony.events.CallEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermConnEv`

## Declaration

```
public interface CiscoTermConnMonitorTargetInfoEv extends javax.telephony.events.TermConnEv
```

## Fields

Table 206: Fields in CiscoTermConnMonitorTargetInfoEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 207: Methods in CiscoTermConnMonitorTargetInfoEv

| Interface              | Method                      | Description                                                  |
|------------------------|-----------------------------|--------------------------------------------------------------|
| CiscoMonitorTargetInfo | getCiscoMonitorTargetInfo() | Returns the Terminal name and Address of the monitor target. |
| int                    | getTransactionID()          | Returns the transaction ID.                                  |

## Inherited Methods

### From Interface javax.telephony.events.TermConnEv

getTerminalConnection

### From Interface javax.telephony.events.CallEv

getCall

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.



# CiscoTermConnPrivacyChangedEv

The system sends the CiscoTermConnPrivacyChangedEv event when the privacy status of a TerminalConnection changes. If privacy is active, the user cannot Barge into the Call.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Declaration

```
public interface CiscoTermConnPrivacyChangedEv
```

## Fields

Table 208: Fields in CiscoTermConnPrivacyChangedEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Methods

Table 209: Methods in CiscoTermConnPrivacyChangedEv

| Interface                              | Method                  | Description                                                                                                                                |
|----------------------------------------|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.<br>TerminalConnection | getTerminalConnection() | Returns the TerminalConnection where privacy changed. You can call getPrivacyStatus on the TerminalConnection to check its privacy status. |

## Related Documentation

See [Constant Field Values, on page 1779](#) and `CiscoTerminalConnection.getPrivacyStatus()`.

# CiscoTermConnRecordingEndEv

The JTAPI delivers CiscoTermConnRecordingEndEv to the call observer when call recording stops.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, javax.telephony.events.Ev, javax.telephony.events.TermConnEv

## Declaration

```
public interface CiscoTermConnRecordingEndEv extends javax.telephony.events.TermConnEv
```

## Fields

```
static intID
```

## Inherited Fields

Fields inherited from interface javax.telephony.events.Ev

```
CAUSE_CALL_CANCELLED, CAUSE_DEST_NOT_OBTAINABLE,
CAUSE_INCOMPATIBLE_DESTINATION, CAUSE_LOCKOUT, CAUSE_NETWORK_CONGESTION,
CAUSE_NETWORK_NOT_OBTAINABLE, CAUSE_NEW_CALL, CAUSE_NORMAL,
CAUSE_RESOURCES_NOT_AVAILABLE, CAUSE_SNAPSHOT, CAUSE_UNKNOWN,
META_CALL_ADDITIONAL_PARTY, META_CALL_ENDING, META_CALL_MERGING,
META_CALL_PROGRESS, META_CALL_REMOVING_PARTY, META_CALL_STARTING,
META_CALL_TRANSFERRING, META_SNAPSHOT, META_UNKNOWN
```

## Methods

None

## Inherited Methods

**From Interface javax.telephony.events.TermConnEv**

```
getTerminalConnection
```

**From Interface javax.telephony.events.CallEv**

```
getCall
```

**From Interface javax.telephony.events.Ev**

```
getCause, getID, getMetaCode, getObserved, isNewMetaEvent
```

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermConnRecordingStartEv

The JTAPI delivers CiscoTermConnRecordingStartEv to the call observer when call recording starts.

## Superinterfaces

javax.telephony.events.CallEv, javax.telephony.events.Ev, javax.telephony.events.TermConnEv

## Declaration

```
public interface CiscoTermConnRecordingStartEv extends javax.telephony.events.TermConnEv
```

## Fields

*Table 210: Fields in CiscoTermConnRecordingStartEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface javax.telephony.events.TermConnEv

getTerminalConnection

**From Interface `javax.telephony.events.CallEv`**

getCall

**From Interface `javax.telephony.events.Ev`**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermConnRecordingTargetInfoEv

The JTAPI delivers `CiscoTermConnRecordingTargetInfoEv` to the call observer of the recording initiator.**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.CallEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermConnEv`

## Declaration

public interface `CiscoTermConnRecordingTargetInfoEv` extends `javax.telephony.events.TermConnEv`

## Fields

*Table 211: Fields in `CiscoTermConnRecordingTargetInfoEv`*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

**From Interface `javax.telephony.events.Ev`**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,

META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 212: Methods in CiscoTermConnRecordingTargetInfoEv*

| Interface         | Method                 | Description                                                                                      |
|-------------------|------------------------|--------------------------------------------------------------------------------------------------|
| CiscoRecorderInfo | getCiscoRecorderInfo() | Returns CiscoRecorderInfo, which provides the terminal name and address of the recording device. |

### From Interface `javax.telephony.events.TermConnEv`

`getTerminalConnection`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values, on page 1779](#) and `CiscoRecorderInfo`.

## CiscoTermConnRecordingFailedEv

The JTAPI delivers `CiscoTermConnRecordingFailedEv` to the call observer when call recording failed.

## Superinterfaces

`javax.telephony.events.CallEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermConnEv`

## Declaration

```
public interface CiscoTermConnRecordingFailedEv extends TermConnEv
```

## Fields

Table 213: Fields in *CiscoTermConnRecordingStartEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.events.TermConnEv`

`getTerminalConnection`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermConnSelectChangedEv

The JTAPI sends `CiscoTermConnSelectChangedEv` when the call select status of a `TerminalConnection` changes, either by feature invocation or manually.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, javax.telephony.events.Ev, javax.telephony.events.TermConnEv

## Declaration

```
public interface CiscoTermConnSelectChangedEv extends javax.telephony.events.TermConnEv
```

## Fields

*Table 214: Fields in CiscoTermConnSelectChangedEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface javax.telephony.events.TermConnEv

getTerminalConnection

### From Interface javax.telephony.events.CallEv

getCall

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermCreatedEv

The JTAPI sends the CiscoTermCreatedEv event to the provider observer of the application when a CiscoTerminal gets added to the provider domain.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoProvEv, javax.telephony.events.Ev, javax.telephony.events.ProvEv

## Declaration

```
public interface CiscoTermCreatedEv extends CiscoProvEv
```

## Fields

Table 215: Fields in CiscoTermEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN



**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 216: Methods in CiscoTermCreatedEv*

| Interface                | Method        | Description                                                |
|--------------------------|---------------|------------------------------------------------------------|
| javax.telephony.Terminal | getTerminal() | Returns the Terminal object for which this event was sent. |

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.ProvEv**

getProvider

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermDataEv

The JTAPI sends the CiscoTermDataEv event to the terminal observer when the phone receives XSI data (XML object).

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermDataEv extends CiscoTermEv
```

## Fields

Table 217: Fields in CiscoTermDataEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 218: Methods in CiscoTermDataEv

| Interface        | Method        | Description                                                                              |
|------------------|---------------|------------------------------------------------------------------------------------------|
| java.lang.String | getData()     | Deprecated. Use byte[] getTermData                                                       |
| byte[]           | getTermData() | Returns an XML-encoded byte array corresponding to the XSI data that the phone received. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermDeviceStateActiveEv

The `CiscoTermDeviceStateActiveEv` event gets sent to the Terminal Observer if any of the addresses on the terminal have an outgoing call in any state or an incoming call with `TerminalConnection` and `CallCtlTerminalConnection` in `ACTIVE` and `TALKING` state respectively.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoTermEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermEv`

## Declaration

```
public interface CiscoTermDeviceStateActiveEv extends CiscoTermEv
```

## Fields

*Table 219: Fields in `CiscoTermDeviceStateActiveEv`*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermDeviceStateAlertingEv

The `CiscoTermDeviceStateAlertingEv` event gets sent to the Terminal Observer if none of the Addresses on the Terminal have an outgoing call or an incoming call with Connection in `CallCtlConnection.Established`

state, and at least one of the addresses on the Terminal has an incoming Call with Connection in CallCtlConnection.OFFERED or CallCtlConnection.ALERTING State.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermDeviceStateAlertingEv extends CiscoTermEv
```

## Fields

Table 220: Fields in CiscoTermDeviceStateAlertingEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermDeviceStateHeldEv

The `CiscoTermDeviceStateHeldEv` event gets sent to the Terminal Observer if all of the calls on the addresses of the Terminal have `TerminalConnection` in `CallCtlTerminalConnection.HELD` state.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoTermEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermEv`

## Declaration

```
public interface CiscoTermDeviceStateHeldEv extends CiscoTermEv
```

## Fields

Table 221: Fields in *CiscoTermDeviceStateHeldEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### Fields Inherited From Interface *javax.telephony.events.Ev*

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface *javax.telephony.events.Ev*

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface *javax.telephony.events.Ev*

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface *javax.telephony.events.TermEv*

getTerminal

### From Interface *javax.telephony.events.Ev*

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermDeviceStateIdleEv

The CiscoTermDeviceStateIdleEv event gets sent to the Terminal Observer if there are no calls on any of the Addresses of the Terminal.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermDeviceStateIdleEv extends CiscoTermEv
```

## Fields

Table 222: Fields in CiscoTermDeviceStateIdleEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN



**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.TermEv**

getTerminal

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermDeviceStateWhisperEv

The CiscoTermDeviceStateActiveEv event gets sent to Terminal Observer if atleast one of the Addresses on the Terminal is an intercom target and has an intercom call with the TerminalConnection/CallCtlTerminalConneciton in State Passive/Bridged state. In this state, the user can initiate new outgoing calls and receive new incoming calls.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermDeviceStateWhisperEv extends CiscoTermEv
```

## Fields

Table 223: Fields in CiscoTermDeviceStateWhisperEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.TermEv

getTerminal

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermDNDOptionChangedEv

The `CiscoTermDNDOptionChangedEv` event is delivered to the terminal observer if DND option is changed. This event is delivered only if the filter to receive events is enabled by the application. This event is provided on application observer

### History

| Cisco Unified Communications Manager Release | Description          |
|----------------------------------------------|----------------------|
| 7.0(1)                                       | Added the extension. |

## Superinterfaces

`CiscoEv`, `CiscoTermEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermEv`

public interface `CiscoTermDNDOptionChangedEv`

extends `CiscoTermEv`

## Fields

*Table 224: CiscoTermDNDOptionChangedEv Fields*

| Interface        | Field |
|------------------|-------|
| static final int | ID    |

*Table 225: Inherited Fields*

| From Interface <code>javax.telephony.events.Ev</code>                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CAUSE_CALL_CANCELLED, CAUSE_DEST_NOT_OBTAINABLE, CAUSE_INCOMPATIBLE_DESTINATION, CAUSE_LOCKOUT, CAUSE_NETWORK_CONGESTION, CAUSE_NETWORK_NOT_OBTAINABLE, CAUSE_NEW_CALL, CAUSE_NORMAL, CAUSE_RESOURCES_NOT_AVAILABLE, CAUSE_SNAPSHOT, CAUSE_UNKNOWN, META_CALL_ADDITIONAL_PARTY, META_CALL_ENDING, META_CALL_MERGING, META_CALL_PROGRESS, META_CALL_REMOVING_PARTY, META_CALL_STARTING, META_CALL_TRANSFERRING, META_SNAPSHOT, META_UNKNOWN |

Table 226: Inherited Fields

| From Interface <code>javax.telephony.events.Ev</code>                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CAUSE_CALL_CANCELLED, CAUSE_DEST_NOT_OBTAINABLE, CAUSE_INCOMPATIBLE_DESTINATION, CAUSE_LOCKOUT, CAUSE_NETWORK_CONGESTION, CAUSE_NETWORK_NOT_OBTAINABLE, CAUSE_NEW_CALL, CAUSE_NORMAL, CAUSE_RESOURCES_NOT_AVAILABLE, CAUSE_SNAPSHOT, CAUSE_UNKNOWN, META_CALL_ADDITIONAL_PARTY, META_CALL_ENDING, META_CALL_MERGING, META_CALL_PROGRESS, META_CALL_REMOVING_PARTY, META_CALL_STARTING, META_CALL_TRANSFERRING, META_SNAPSHOT, META_UNKNOWN |

## Methods

Table 227: `CiscoTermDNDOptionChangedEv` Methods

| Interface | Method                      | Description                                                                                               |
|-----------|-----------------------------|-----------------------------------------------------------------------------------------------------------|
| Int       | <code>getDNDOption()</code> | This interface returns the current DND option to the application. It returns <code>int dndOption</code> . |

Table 228: Inherited Methods

| From Interface <code>javax.telephony.events.Ev</code>                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------|
| <code>getCause</code> , <code>getID</code> , <code>getMetaCode</code> , <code>getObserved</code> , <code>isNewMetaEvent</code> |

Table 229: Inherited Methods

| From Interface <code>javax.telephony.events.TermEv</code> |
|-----------------------------------------------------------|
| <code>getTerminal</code>                                  |

Table 230: Inherited Methods

| From Interface <code>javax.telephony.events.Ev</code>                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------|
| <code>getCause</code> , <code>getID</code> , <code>getMetaCode</code> , <code>getObserved</code> , <code>isNewMetaEvent</code> |

See also [Constant Field Values, on page 1779](#). and `CiscoTermEv`.

## CiscoTermDNDStatusChangedEv

The `CiscoTermDNDStatusChangedEv` event gets delivered to the Terminal Observer if the DND status changes, provided that the application has enabled the filter to receive events.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermDNDStatusChangedEv extends CiscoTermEv
```

## Fields

*Table 231: Fields in CiscoTermDNDStatusChangedEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 232: Methods in CiscoTermDNDStatusChangedEv

| Interface | Method         | Description                                        |
|-----------|----------------|----------------------------------------------------|
| boolean   | getDNDStatus() | Returns the current DND status to the application. |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.TermEv

getTerminal

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See CiscoTermEvFilter, CiscoTermEv, and [Constant Field Values, on page 1779](#).

## CiscoTermEv

The CiscoTermEv interface, which extends the JTAPI core javax.telephony.events.TermEv interface, serves as the base interface for all Cisco-extended JTAPI Terminal events. Every Call-related event in this package extends this interface, directly or indirectly.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Subinterfaces

CiscoMediaOpenLogicalChannelEv, CiscoRTPInputKeyEv, CiscoRTPInputStartedEv, CiscoRTPInputStoppedEv, CiscoRTPOutputKeyEv, CiscoRTPOutputStartedEv, CiscoRTPOutputStoppedEv,

CiscoTermButtonPressedEv, CiscoTermDataEv, CiscoTermDeviceStateActiveEv, CiscoTermDeviceStateAlertingEv, CiscoTermDeviceStateHeldEv, CiscoTermDeviceStateIdleEv, CiscoTermDeviceStateWhisperEv, CiscoTermDNDOptionChangedEv, CiscoTermDNDStatusChangedEv, CiscoTermInServiceEv, CiscoTermOutOfServiceEv, CiscoTermRegistrationFailedEv, CiscoTermSnapshotCompletedEv, CiscoTermSnapshotEv

## Declaration

```
public interface CiscoTermEv extends CiscoEv, javax.telephony.events.TermEv
```

## Fields

None

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.TermEv

getTerminal

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See `CallEv`.

## CiscoTermEvFilter

An application can use the `CiscoTermEvFilter` interface to selectively restrict those Terminal events that are not of interest.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                           |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| 11.5(1)                                             | Added <code>getHuntLogStatusChangedEvFilter()</code> and <code>setHuntLogStatusChangedEvFilter(boolean filterValue)</code> methods.   |
| 10.0(1)                                             | Added <code>getMultiMediaStreamsInfoEvFilter()</code> and <code>setMultiMediaStreamsInfoEvFilter(boolean filterValue)</code> methods. |
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                                               |

## Declaration

```
public interface CiscoTermEvFilter
```

## Fields

None

## Methods

*Table 233: Methods in `CiscoTermEvFilter`*

| Interface | Method                                             | Description                                                                                                                                                                                                       |
|-----------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | <code>getDeviceDataEnabled()</code>                | Returns the event filter status of the <code>CiscoTermDataEv</code> event for the Terminal. The default value is disabled. Returns True if the event filter is enabled, or false if the event filter is disabled. |
| void      | <code>setDeviceDataEnabled(boolean enabled)</code> | Enables or disables the <code>CiscoTermDataEv</code> events for the Terminal.                                                                                                                                     |



| Interface | Method                                   | Description                                                                                                                                                                                                                                                                                 |
|-----------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | getButtonPressedEnabled()                | Returns the event filter status of the CiscoTermButtonPressedEv event for the Terminal. The default value is disabled. Returns: True if the event filter is enabled, or false if the event filter is disabled.                                                                              |
| void      | setButtonPressedEnabled(boolean enabled) | Enables or disables CiscoTermButtonPressedEv events for the Terminal.                                                                                                                                                                                                                       |
| boolean   | getRTPEventsEnabled()                    | Returns the event filter status of the CiscoRTPInputStartedEv, CiscoRTPOutputStartedEv, CiscoRTPInputStoppedEv, and CiscoRTPOutputStoppedEv events for the Terminal. The Default value is disabled. Returns: True if the event filter is enabled, or false if the event filter is disabled. |
| void      | setRTPEventsEnabled(boolean enabled)     | Enables or disables CiscoRTPInputStartedEv, CiscoRTPOutputStartedEv, CiscoRTPInputStoppedEv and CiscoRTPOutputStoppedEv events for the Terminal.                                                                                                                                            |
| boolean   | getSnapshotEnabled()                     | Returns the event filter status of the CiscoTermSnapshotEv and CiscoTermSnapshotCompletedEv events for the Terminal. If disabled, neither event gets sent to applications. Returns: True if the event filter is enabled, or false if the event filter is disabled.                          |
| void      | setSnapshotEnabled(boolean enabled)      | Enable or disables CiscoTermSnapshotEv and CiscoTermSnapshotCompletedEv for the Terminal.                                                                                                                                                                                                   |
| boolean   | getRTPKeyEventsEnabled()                 | Returns the event filter status of the CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv events for the Terminal. Returns: True if the event filter is enabled, or false if the event filter is disabled.                                                                                          |
| void      | setRTPKeyEventsEnabled(boolean enabled)  | Enables or disables the CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv events for the Terminal.                                                                                                                                                                                                 |
| boolean   | getDeviceStateActiveEvFilter()           | Returns the event filter status of the CiscoTermDeviceStateActiveEv event for the Terminal. Returns: True if the event filter is enabled, or false if the event filter is disabled.                                                                                                         |
| boolean   | getDeviceStateHeldEvFilter()             | Returns the event filter status of the CiscoTermDeviceStateHeldEv event for the Terminal. Returns: True if the event filter is enabled, or false if the event filter is disabled.                                                                                                           |
| boolean   | getDeviceStateAlertingEvFilter()         | Returns the event filter status of the CiscoTermDeviceStateAlerting event for the Terminal. Returns: True if the event filter is enabled, or false if the event filter is disabled.                                                                                                         |

| Interface | Method                                                | Description                                                                                                                                                                                                                                                                      |
|-----------|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | getDeviceStateIdleEvFilter()                          | Returns the CiscoTermDeviceStateIdleEv filter status. Returns: True if the event filter is enabled, or false if the event filter is disabled.                                                                                                                                    |
| void      | setDeviceStateActiveEvFilter(boolean filterValue)     | Enables or disables the CiscoTermDeviceStateActiveEv filter for the Terminal. Default value is disable.                                                                                                                                                                          |
| void      | setDeviceStateHeldEvFilter(boolean filterValue)       | Enables or disables the CiscoTermDeviceStateHeldEv filter for the Terminal. Default value is disable                                                                                                                                                                             |
| void      | setDeviceStateAlertingEvFilter(boolean filterValue)   | Enables or disables the CiscoTermDeviceStateAlertingEv filter for the Terminal. Default value is disable                                                                                                                                                                         |
| void      | setDeviceStateIdleEvFilter(boolean filterValue)       | Enables or disables the CiscoTermDeviceStateIdleEv filter for the Terminal. Default value is disable                                                                                                                                                                             |
| boolean   | getDeviceStateWhisperEvFilter()                       | Returns the CiscoTermDeviceStateWhisperEv filter status on the Terminal.                                                                                                                                                                                                         |
| boolean   | getDNDChangedEvFilter()                               | Returns the CiscoTermDNDStatusChangedEv filter status Returns:the CiscoTermDNDStatusChangedEv Filter status on the Terminal.                                                                                                                                                     |
| void      | setDNDChangedEvFilter(boolean filterValue)            | Enables or disables the CiscoTermDNDStatusChangedEv filter for the Terminal. Parameters:filterValue - void<br>setDeviceStateWhisperEvFilter(boolean filterValue)<br>Enables or disables the CiscoTermDeviceStateWhisperEv filter for the Terminal. The default value is disable. |
| boolean   | getDNDOptionChangedEvFilter()                         | This interface can be used to get CiscoTermDNDOptionChangedEv filter status . Returns:the CiscoTermDNDOptionChangedEv Filter status on the Terminal.                                                                                                                             |
| void      | setDNDOptionChangedEvFilter(boolean filterValue)      | This interface is provided for enabling/disabling the CiscoTermDNDOptionChangedEv filter for the Terminal Parameters:filterValue.                                                                                                                                                |
| boolean   | getMultiMediaStreamsInfoEvFilter()                    | This interface can be used to get CiscoMultiMediaStreamsInfoEv filter status.                                                                                                                                                                                                    |
| void      | setMultiMediaStreamsInfoEvFilter(boolean filterValue) | This interface is provided for enabling/disabling the CiscoMultiMediaStreamsInfoEv filter for the Terminal.                                                                                                                                                                      |
| boolean   | getHuntLogStatusChangedEvFilter()                     | This method is used get the value of filter, the value of filter is false by default.                                                                                                                                                                                            |

| Interface | Method                                               | Description                                                                                                                                                                          |
|-----------|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setHuntLogStatusChangedEvFilter(boolean filterValue) | This method is used to set the filter, if filter value is true, the event CiscoTermHuntLogStatusChangedEv is received by the application when the value of huntLogStatus is changed. |

## Related Documentation

None

## CiscoTerminal

Standard JTAPI does not support the notion of dynamic terminal registration. The CiscoTerminal interface extends the standard terminal interface to do so. All Cisco Unified Communications Manager devices are represented by CiscoTerminals, and you can query all CiscoTerminals to determine whether they are currently IN\_SERVICE or OUT\_OF\_SERVICE.

If the Cisco Unified Communications Manager device represented by the CiscoTerminal is an IP telephone, for instance, it goes OUT\_OF\_SERVICE if it loses its network connection. Other types of devices, such as CiscoMediaTerminal, get registered on demand by applications, and may be IN\_SERVICE or OUT\_OF\_SERVICE accordingly.

CiscoTerminal includes an API getIPAddressingMode(). This interface returns the configured IP Addressing Mode of the CiscoTerminal.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| 7.1.(3)                                             | This interface is enhanced to: <ul style="list-style-type: none"> <li>• Get the IP addresses of the terminal</li> <li>• Get the outbound call roll over configuration of the terminal. New interfaces expose consult call roll over, out bound call rollover, Join across lines (JAL) and Direct Transfer Across Lines (DTAL) capability of the terminal. A terminal can have different capability when feature is invoked on the phone and when feature is invoked by application. It does not indicate if the entire configuration required for the feature is enabled (for example, Join softkey must be configured in the template for the feature).</li> <li>• Get registered state of the terminal</li> </ul> |

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 8.0(1)                                              | Added the following new APIs: <ul style="list-style-type: none"> <li>• APIs pickup(Address pickingAddress) groupPickup(Address pickingAddress)</li> <li>• String pickupGroupName)</li> <li>• directedPickup(Address pickingAddress, String pickupGroupName),</li> <li>• Pickup(Address pickingAddress) for picking up calls from different flavors of Call Pickup Groups.</li> <li>• API getLoginType () which returns the LoginType on the terminal.</li> </ul> |
| 8.5(1)                                              | A new API, isBuiltInBridgeEnabled(). is added.                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 10.0(1)                                             | A new interface, public interface CiscoTerminal, is added on CiscoTerminal to determine the multimedia capabilities of the terminal.                                                                                                                                                                                                                                                                                                                             |
| 11.5(1)                                             | Added getHuntLogStatus() throwsInvalidStateException and setHuntLogStatus(int huntLogStatus)throws InvalidStateException,MethodNotSupportedException, methods.                                                                                                                                                                                                                                                                                                   |

### Sample Code

```

public class MyTerminalObserver implements TerminalObserver
{
 public void terminalChangedEvent (TermEv[] evlist) {
 for(int i = 0; evlist != null && i < evlist.length; i++)
 {
 ...
 if (evlist[i] instanceof TermInServiceEv)
 {
 CiscoTerminal term = (CiscoTerminal) (((CiscoTermEv)evlist[i]
).getTerminal());
 if(!term instanceof CiscoMediaTerminal && ! term instanmceof
CiscoRouteterminal)
 {
 try
 {
 if (term. isBuiltInBridgeEnabled())
 {
 System.out.println("Build in Bridge is enabled for terminal" +
tern.getName());
 }
 else
 {
 System.out.println("Build in Bridge is disabled for terminal" +
tern.getName());
 }
 }
 catch(Exception)
 {
 System.out.println("Exception caught");
 }
 }
 }
 }
 }
}

```

```

 }
 }
}

```

## Superinterfaces

CiscoObjectContainer, javax.telephony.Terminal

## Subinterfaces

CiscoMediaTerminal, CiscoRouteTerminal

## Declaration

public interface CiscoTerminal extends javax.telephony.Terminal, CiscoObjectContainer

## Fields

**Table 234: Fields in CiscoTerminal**

| Interface        | Field                      | Description                                                                                                                                                        |
|------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | DEVICE_HUNT_LOGGED_IN      | This constant depicts that the terminal is logged into the hunt group.                                                                                             |
| static final int | DEVICE_HUNT_LOGGED_OUT     | This constant depicts that the terminal is logged out of the hunt group.                                                                                           |
| static final int | DEVICE_HUNT_NOT_APPLICABLE | This constant depicts that the terminal does not have the capability either to log in or log out of the hunt group.                                                |
| static final int | OUT_OF_SERVICE             | This <a href="#">Constant Field Values, on page 1779</a> returned by the getState() interface on CiscoTerminal indicates that the CiscoTerminal is out of service. |
| static final int | IN_SERVICE                 | This constant value returned by the getState() interface on CiscoTerminal indicates that the CiscoTerminal is in service.                                          |
| static final int | DEVICESTATE_IDLE           | This constant value returned by the getDeviceState() interface on CiscoTerminal indicates that the CiscoTerminal currently has no calls on any Addresses.          |
| static final int | DEVICESTATE_ACTIVE         | This constant value returned by the getDeviceState() interface on CiscoTerminal indicates that the CiscoTerminal has at least one active call on an Address.       |

| Interface        | Field                 | Description                                                                                                                                                                                                                   |
|------------------|-----------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | DEVICESTATE_ALERTING  | This constant value returned by the getDeviceState() interface on CiscoTerminal indicates that the CiscoTerminal has at least one alerting call, but no active call, on an Address.                                           |
| static final int | DEVICESTATE_HELD      | This constant value returned by the getDeviceState() interface on CiscoTerminal indicates that the CiscoTerminal has at least one held call, but no alerting or active calls, on an Address.                                  |
| static final int | DEVICESTATE_UNKNOWN   | This constant value returned by the getDeviceState() interface on CiscoTerminal indicates that the CiscoTerminal DeviceState is Unknown. This state may get returned if the device state filters are disabled.                |
| static final int | DEVICESTATE_WHISPER   | This constant value returned by the getDeviceState() interface on CiscoTerminal indicates that the CiscoTerminal has at least one intercom call with one-way media, but has no held, alerting, or active calls on an Address. |
| static final int | UNKNOWN_ENCODING      | Indicates that the CiscoTerminal.getSupportedEncoding () for this terminal is UNKNOWN.                                                                                                                                        |
| static final int | NOT_APPLICABLE        | Indicates that the CiscoTerminal.getSupportedEncoding () for this CiscoMediaTerminal or RoutePoint is NOT_APPLICABLE.                                                                                                         |
| static final int | ASCII_ENCODING        | Indicates that the CiscoTerminal.getSupportedEncoding () for this terminal is ASCII and that this terminal supports only ASCII_ENCODING.                                                                                      |
| static final int | UCS2UNICODE_ENCODING  | Indicates that the CiscoTerminal.getSupportedEncoding () for this terminal is UCS2UNICODE_ENCODING.                                                                                                                           |
| static final int | DND_OPTION_NONE       | This constant value returned by the getDNDOption() interface on CiscoTerminal indicates that the DND option configured is None.                                                                                               |
| static final int | DND_OPTION_RINGER_OFF | This constant value returned by the getDNDOption() interface on CiscoTerminal indicates that the DND option configured is Ringer Off. If DND is enabled on the phone, the phone would not ring if a call lands there.         |

| Interface        | Field                              | Description                                                                                                                                                                                                                                |
|------------------|------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | DND_OPTION_CALL_REJECT             | This constant value returned by the getDNDOptions() interface on CiscoTerminal indicates that the DND option configured is Call Reject. If DND is enabled on the phone, all calls to the phone will get rejected, except for shared lines. |
| static final int | IP_ADDRESSING_MODE_UNKNOWN         | This indicates that IPAddressing mode is Unknown.                                                                                                                                                                                          |
| static final int | IP_ADDRESSING_MODE_IPV4            | This indicates that IPAddressing mode is IPv4                                                                                                                                                                                              |
| static final int | IP_ADDRESSING_MODE_IPV6            | This indicates that IPAddressing mode is IPv6                                                                                                                                                                                              |
| static final int | IP_ADDRESSING_MODE_IPV4_V6         | This indicates that IPAddressing mode is both IPv4 and IPv6                                                                                                                                                                                |
| static final int | IP_ADDRESSING_MODE_UNKNOWN_ANATRED | This is reserved IP Addressing constant for ANAT in Cisco Unified Communications Manager. It is not used in JTAPI                                                                                                                          |

## Methods

Table 235: Methods in CiscoTerminal

| Interface        | Method                      | Description                                                                                                                                                                                                                                                                                |
|------------------|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int              | getLoginType()              | This method returns the value NO_EM_LOGIN, NATIVE_LOGIN or VISITOR_LOGIN to indicate whether the terminal is local to the cluster or not when the EM login is done.                                                                                                                        |
| Static final int | CiscoTerminal.NO_LOGIN      | This indicates that there has been no EM login done into the terminal. It will have an integer value of 0.                                                                                                                                                                                 |
|                  | CiscoTerminal.NATIVE_LOGIN  | This indicates that the terminal is part of the local cluster when an EM login is done into it with a profile that belongs to the same cluster. It will have an integer value of 1.                                                                                                        |
|                  | CiscoTerminal.VISITOR_LOGIN | This indicates that the terminal is part of the visiting cluster when an EM login is done into it with a profile that is not local to the cluster. It will have an integer value of 2.                                                                                                     |
| int              | getRegistrationState()      | <p>Deprecated</p> <p>This method has been replaced by the getState() method. Returns the state of this terminal. The state may be any of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoTerminal.OUT_OF_SERVICE</li> <li>• CiscoTerminal.IN_SERVICE</li> </ul> |

| Interface                | Method                                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int                      | getState()                             | Returns the state of this terminal. The state may be any of the following constants: <ul style="list-style-type: none"> <li>• CiscoTerminal.OUT_OF_SERVICE</li> <li>• CiscoTerminal.IN_SERVICE</li> </ul>                                                                                                                                                                                                                                                                                                                                                                            |
| CiscoRTPInputProperties  | getRTPInputProperties()                | Returns the properties to be used for the RTP input stream associated with the ACTIVE TerminalConnection on this terminal. The CiscoTerminal must be in the CiscoTerminal.REGISTERED state, its Provider must be in the Provider.IN_SERVICE state, and Terminal.getTerminalConnections () must return at least one terminal connection in the TerminalConnection.ACTIVE state. <p><b>Throws</b></p> javax.telephony.InvalidStateException                                                                                                                                            |
| CiscoRTPOutputProperties | getRTPOutputProperties()               | Returns the properties to be used for the RTP output stream associated with the ACTIVE TerminalConnection on this terminal. The CiscoTerminal must be in the CiscoTerminal.REGISTERED state, its Provider must be in the Provider.IN_SERVICE state, and Terminal.getTerminalConnections () must return at least one terminal connection in the TerminalConnection.ACTIVE state. <p><b>Throws</b></p> javax.telephony.InvalidStateException                                                                                                                                           |
| java.lang.String         | sendData(java.lang.StringterminalData) | Deprecated<br>Use CiscoTerminal.sendData ( byte[] ). <p><b>Throws</b></p> javax.telephony.InvalidStateException<br>javax.telephony.MethodNotSupportedException                                                                                                                                                                                                                                                                                                                                                                                                                       |
| byte[]                   | sendData(byte[]terminalData)           | The CiscoTerminal must be in the CiscoTerminal.IN_SERVICE state, and its Provider must be in the Provider.IN_SERVICE state. Applications can push the XSI object in the byte format to the phone with this interface. If the phone receives the data, this method returns successfully. Applications may only send 2000 bytes of data with this interface. Requests carrying excess data get rejected. <p><b>Throws</b></p> PlatformException (The data did not get sent successfully),<br>javax.telephony.InvalidStateException, and<br>javax.telephony.MethodNotSupportedException |
| CiscoTermEvFilter        | getFilter()                            | Retrieves the filter object associated with the terminal.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |



| Interface | Method                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------|-----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | setFilter(CiscoTermEvFilter terminalEvFilter) | <p>Filters the events that get delivered to the TerminalObserver. You can call this method at any time, but the typical usage is to set up the terminal events as part of initialization or when a CiscTermCreatedEv indicates that the system created a new terminal.</p> <ul style="list-style-type: none"> <li>• Example 1—One use might be to turn on the button-pressed events that normally do not get delivered. Terminal term = provider.getTerminal ( name ); if ( term instanceof CiscoTerm ) { CiscoTerm ciscoTerm = (CiscoTerm)term; CiscoTermEvFilter filter = ciscoTerm.getFilter (); filter.setButtonPressedEnabled ( true ); } term.addObserver ( terminalObserver )</li> <li>• Example 2—Another use might be turning off events that are not of interest to an application. For example, an application doing pure call control could turn off the media (RTP) events as follows: Terminal term = provider.getTerminal ( name ); if ( term instanceof CiscoTerm ) { CiscoTerm ciscoTerm = (CiscoTerm)term; CiscoTermEvFilter filter = ciscoTerm.getFilter (); filter.setRTPEventsEnabled ( false ); ciscoTerm.setFilter ( filter ); } term.addObserver ( terminalObserver ); term.getAddresses () [0].addCallObserver ( callObserver )</li> </ul> <p><b>Note</b> Adding a CallObserver (without explicitly setting a filter) turns the RTP events on. This behavior of Cisco JTAPI Release 1.4 and earlier is still preserved. If an explicit setFilter call gets made, the filter settings will take effect. The RTP events will not get delivered for the previous code snippet, but will get delivered for the following example: Terminal term = provider.getTerminal ( name ); term.addObserver ( terminalObserver ); term.getAddresses () [0].addCallObserver ( callObserver ).</p> |

| Interface                          | Method                                                                   | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.TerminalConnection | unPark(javax.telephony.Address UnParkAddress, java.lang.String ParkedAt) | <p>Returns a terminalConnection. The CiscoTerminal must be in the CiscoTerminal.IN_SERVICE state and its Provider must be in the Provider.IN_SERVICE state. This method takes an address and string as input.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• UnParkAddress - Any address on the terminal</li> <li>• ParkedAt - A string identifying is system park port where a call was previously parked. The system returns this string when the call gets parked.</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException (The CiscoTerminal.getState() is not IN_SERVICE)</li> <li>• PlatformException - Any other error occurred while unparking (for example, the Unpark number is not valid).</li> <li>• javax.telephony.InvalidArgumentException</li> <li>• javax.telephony.ResourceUnavailableException</li> </ul> |
| int                                | getDeviceState()                                                         | <ul style="list-style-type: none"> <li>• Returns the DeviceState of this terminal. The DeviceState is the accumulative call state of all the addresses on the terminal. The state may be any of the following constants: <ul style="list-style-type: none"> <li>• CiscoTerminal.DEVICESTATE_ILDE</li> <li>• CiscoTerminal.DEVICESTATE_ACTIVE</li> <li>• CiscoTerminal.DEVICESTATE_ALERTING</li> <li>• CiscoTerminal.DEVICESTATE_HELD</li> <li>• CiscoTerminal.DEVICESTATE_UNKNOWN</li> <li>• CiscoTerminal.DEVICESTATE_WHISPER</li> </ul> </li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException<br/>—CiscoTerminal.getState() is not IN_SERVICE.</li> </ul>                                                                                                                                                                                      |

| Interface        | Method                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int              | getSupportedEncoding() | <p>Returns the supported encoding types for this terminal. Use this method to check whether a terminal supports Unicode. To access this information, the terminal must be in the CiscoTerminal.IN_SERVICE state. The supportedEncoding is one of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoTerminal.UNKNOWN_ENCODING</li> <li>• CiscoTerminal.ASCII_ENCODING</li> <li>• CiscoTerminal.UCS2UNICODE_ENCODING</li> <li>• CiscoTerminal.NOT_APPLICABLE</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException</li> </ul> |
| int              | getLocale()            | <p>Returns the locale that this terminal supports. To access this method, the terminal must be in the CiscoTerminal.IN_SERVICE state.</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException<br/>—CiscoTerminal.getState() is not IN_SERVICE.</li> </ul>                                                                                                                                                                                                                                                                                                     |
| boolean          | isRestricted()         | <p>Returns the restriction status of this terminal. If a terminal is restricted, all associated addresses on the terminal are also restricted. Returns: True if terminal is restricted; otherwise false.</p>                                                                                                                                                                                                                                                                                                                                                                                                  |
| void             | createSnapshot()       | <p>Generates a CiscoTermSnapshotEv event, which contains the security status of the current active call on the terminal. To access this method, the terminal must be in the CiscoTerminal.IN_SERVICE state and CiscoTermEvFilter.setSnapshotEnabled () must be set to true.</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException<br/>—CiscoTerminal.getState() is not IN_SERVICE.</li> </ul>                                                                                                                                                               |
| java.lang.String | getAltScript()         | <p>Returns the locale alternate script that this terminal supports. An empty return value indicates that this terminal does not support or is not configured with an alternate script. To access this method, the terminal must be in the CiscoTerminal.IN_SERVICE state.</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException<br/>—CiscoTerminal.getState() is not IN_SERVICE.</li> </ul>                                                                                                                                                                 |

| Interface        | Method                           | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------|----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int              | getProtocol()                    | Reports the terminal protocol (SCCP, SIP, or none) and returns the protocol of this terminal as one of the following constants: <ul style="list-style-type: none"> <li>• CiscoTerminalProtocol.PROTOCOL_NONE</li> <li>• CiscoTerminalProtocol.PROTOCOL_SCCP</li> <li>• CiscoTerminalProtocol.PROTOCOL_SIP</li> </ul>                                                                                                                                                                                                                                                              |
| void             | setDNDDStatus(boolean dndStatus) | Sets the DND status, which enables or disables the DND feature. This feature does not apply to route points. <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• dndStatus</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException<br/>—CiscoTerminal.getState() is not IN_SERVICE.</li> </ul>                                                                                                                                                                                                               |
| boolean          | getDNDDStatus()                  | Reports the DND status and returns dndStatus. <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException<br/>—CiscoTerminal.getState() is not IN_SERVICE.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                     |
| int              | getDNDDOption()                  | Returns the value of the DND option. This value is not significant for a CiscoMediaTerminal or CiscoRouteTerminal because the DND feature applies only to physical phones. The DND option can be any of the following constants: <ul style="list-style-type: none"> <li>• CiscoTerminal.DND_OPTION_NONE</li> <li>• CiscoTerminal.DND_OPTION_RINGER_OFF</li> <li>• CiscoTerminal.DND_OPTION_CALL_REJECT</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException<br/>—CiscoTerminal.getState() is not IN_SERVICE.</li> </ul> |
| java.lang.String | getEMLoginUsername()             | Returns extension mobility (EM) login user name. If no EM user has logged into Terminal, this interface will return null/empty string <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• javax.telephony.InvalidStateException —if CiscoTerminal.getState() is not IN_SERVICE.</li> </ul>                                                                                                                                                                                                                                                                              |

| Interface   | Method                                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-------------|---------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| InetAddress | getIPv4Address()                                              | Returns IPV4 ip address of the terminal<br><b>Throws</b> <ul style="list-style-type: none"> <li>• InvalidStateException</li> <li>• MethodNotSupportedException</li> </ul>                                                                                                                                                                                                                                                                                           |
| InetAddress | getIPv6Address()                                              | Returns IPV6 ip address of the terminal<br><b>Throws</b> <ul style="list-style-type: none"> <li>• InvalidStateException</li> <li>• MethodNotSupportedException</li> </ul>                                                                                                                                                                                                                                                                                           |
| Call        | pickup (Address pickingAddress)                               | This method picks up the longest ringing call from the Pickup Group to which pickingAddress belongs to. pickingAddress is the Address on the Terminal where the Call is picked up.<br><b>Parameters</b><br>pickingAddress that specifies which Address the Terminal object should do the pickup on.                                                                                                                                                                 |
| Call        | groupPickup(Address pickingAddress, String pickupGroupNumber) | This method picks up the longest ringing call from the specified pickupGroupNumber at the pickingAddress.<br><b>Parameters</b> <ul style="list-style-type: none"> <li>• pickingAddress that specifies which Address the Terminal object should do the pickup on.</li> <li>• Additional String object that represents the number of the pickup group you wish to answer a call from, as set in the CUCM.</li> </ul>                                                  |
| Call        | directedPickup(Address pickingAddress, String ringingDN)      | This method picks up the call from the specified ringingDN at the pickingAddress. The ringingDN must be in the same Pickup Group as the pickingAddress.<br><b>Parameters</b> <ul style="list-style-type: none"> <li>• pickingAddress that specifies which Address the Terminal object should do the pickup on.</li> <li>• Additional String object that represents the specific DN the application wishes to pick up for a directed call pickup request.</li> </ul> |

| Interface               | Method                                  | Description                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call                    | otherPickup(Address pickingAddress)     | This method picks up a call based upon the priority of the associated pickupgroups. Within the group, if there are more than one call, the longest ringing call will be picked up. pickingAddress is the Address on the Terminal where the Call is picked up.<br><br><b>Parameters</b><br>pickingAddress that specifies which Address the Terminal object should do the pickup on. |
| int                     | getRollOverConfig()                     | Returns the roll over configuration of the terminal.<br><br><b>Throws</b><br><ul style="list-style-type: none"> <li>InvalidStateException.</li> </ul>                                                                                                                                                                                                                              |
| public final static int | NO_ROLLOVER                             | This indicates that the terminal is configured with no roll over.                                                                                                                                                                                                                                                                                                                  |
| public final static int | ROLLOVER_ANY_DN                         | This indicates that calls can roll over to any address on the terminal.                                                                                                                                                                                                                                                                                                            |
| public final static int | ROLLOVER_SAME_DN                        | This indicates that calls can roll over to address that match the name(DN).                                                                                                                                                                                                                                                                                                        |
| public static final int | PHONE_USER                              | Application can use this to find the capability of the terminal when used manually by user.                                                                                                                                                                                                                                                                                        |
| public static final int | APPLICATION                             | Application can use to this to find the capability of the terminal to invoke the feature from application.                                                                                                                                                                                                                                                                         |
| boolean                 | canConsultCallRollOver(int which_user)  | Which user can be CiscoTerminal. PHONE_USER or CiscoTerminal.APPLICATION<br><br><b>Throws</b><br><ul style="list-style-type: none"> <li>InvalidStateException.</li> </ul>                                                                                                                                                                                                          |
| boolean                 | canOutBoundCallRollOver(int which_user) | <ul style="list-style-type: none"> <li>InvalidStateException.</li> </ul>                                                                                                                                                                                                                                                                                                           |
| boolean                 | canJoinAcrossLines(int which_user)      | This interface returns True if calls on different addresses of this terminal can be conferenced.<br><br>This interface returns True for terminals that support Connected Transfer or Conference Across Lines.<br><br><b>Throws</b><br><ul style="list-style-type: none"> <li>InvalidStateException.</li> </ul>                                                                     |

| Interface      | Method                                       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean        | canDirectTransferAcrossLines(int which_user) | <p>This interface returns True if calls on different addresses of this terminal can be transferred.</p> <p>This interface returns True for terminals that support Connected Transfer or Conference Across Lines.</p> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• InvalidStateException.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| boolean        | canJoinOnSameLine (int which_user)           | <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• InvalidStateException.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| boolean        | canDirectTransferOnSameLine(int which_user)  | <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• InvalidStateException.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| boolean        | isRegistered()                               | Returns true if terminal is registered with Cisco Unified Communications Manager else false.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| public boolean | isBuiltInBridgeEnabled()                     | Returns true if Built-In-Bridge is enabled on the terminal, else returns false.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| void           | register()                                   | <p>This method registers Cisco Unified Client Services Framework device to Extend mode, which will be represented as a CiscoRemoteTerminal. This is intended to be used by application monitoring Cisco Unified Client Services Framework device to enable its Extend mode from its softphone (SIP)/deskphone mode. The successful effect of this method is to register the device and present as a CiscoRemoteTerminal terminal type (if it is not already a CiscoRemoteTerminal), and be able to use Cisco Extend &amp; Connect (CTI Remote Device) supported features with remote destinations. In any case when it switches in between Softphone/Deskphone &amp; Extend modes that results in a terminal switching (e.g. CiscoTerminal-&gt;CiscoRemoteTerminal), there will be provider events sent to application: CiscoAddrRemovedEv, CiscoTermRemovedEv, CiscoAddrCreatedEv, CiscoTermCreatedEv. Any observers on the terminal and address will be removed, application needs to de-reference the old terminal object and re-add any desired observers.</p> <p>Note that CiscoProvider must be in IN_SERVICE state, otherwise CiscoRegistrationException about InvalidStateException will be thrown; or if terminal is already registered by this application in Extend mode or the registration fails for any reason, CiscoRegistrationException will be thrown. And if terminal type is not CiscoTerminal or CiscoRemoteTerminal and if terminal is not a Cisco Unified Client Services Framework device, then MethodNotSupportedException will be thrown.</p> |

| Interface | Method       | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------|--------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | unregister() | <p>This method unregisters Cisco Unified Client Services Framework device from Extend mode. Its terminal type will remain as CiscoRemoteTerminal, and application can explicitly register to CUCM to switch back to its softphone/deskphone mode. This is intended to be used by application monitoring Cisco Unified Client Services Framework device in Cisco Extend Connect mode to disable its Cisco Extend Connect mode. The successful effect of this method is to unregister the device but retains as a CiscoRemoteTerminal.</p> <p>Note that CiscoProvider must be in IN_SERVICE state, otherwise CiscoUnregistrationException about InvalidStateException will be thrown; or if terminal is not registered in Extend mode by this application or the unregistration fails for any reason, CiscoUnregistrationException will be thrown. And if terminal type is not CiscoRemoteTerminal and if terminal is not a Cisco Unified Client Services Framework device, then MethodNotSupportedException will be thrown.</p> |



| Interface | Method    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getType() | <p>This method returns the device type of Terminal, which can be one of the following constants. It will return <code>CiscoTerminal.DEVICETYPE_UNKNOWN</code> if type of device cannot be found or device is invalid.</p> <p> <code>CiscoTerminal.DEVICETYPE_UNKNOWN</code><br/> <code>CiscoTerminal.DEVICETYPE_ANALOG_PHONE</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_6901</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_6911</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_6921</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_6941</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_6945</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_6961</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_7906</code><br/> <code>CiscoTerminal.DEVICETYPE_TELECASTER_BID</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_7911</code><br/> <code>CiscoTerminal.DEVICETYPE_14_BUTTON_SIDE CAR</code><br/> <code>CiscoTerminal.DEVICETYPE_7915_12_BUTTON_SIDE CAR</code><br/> <code>CiscoTerminal.DEVICETYPE_7915_24_BUTTON_SIDE CAR</code><br/> <code>CiscoTerminal.DEVICETYPE_7916_12_BUTTON_SIDE CAR</code><br/> <code>CiscoTerminal.DEVICETYPE_7916_24_BUTTON_SIDE CAR</code><br/> <code>CiscoTerminal.DEVICETYPE_CKEM_36_BUTTON</code><br/> <code>CiscoTerminal.DEVICETYPE_CP7921</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_7925</code><br/> <code>CiscoTerminal.DEVICETYPE_CISCO_7926</code><br/> <code>CiscoTerminal.DEVICETYPE_7931</code> </p> |

| Interface | Method | Description                                                   |
|-----------|--------|---------------------------------------------------------------|
|           |        | CiscoTerminal.DEVICETYPE_IP_CONFERENCE_PHONE                  |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7936                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7937                           |
|           |        | CiscoTerminal.DEVICETYPE_TELECASTER_BUSINESS                  |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7941                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7941G_GE                       |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7942                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7945                           |
|           |        | CiscoTerminal.DEVICETYPE_TELECASTER_MGR                       |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7961                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7961G_GE                       |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7962                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7965                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7970                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7971                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7975                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_7989                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_8941                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_8945                           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_8961                           |
|           |        | CiscoTerminal.DEVICETYPE_9951                                 |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_9971                           |
|           |        | CiscoTerminal.DEVICETYPE_ATA_186                              |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_ATA_187                        |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_CIOUS                          |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_CIOUS_SP                       |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_SOFTPHONE_SE_M                 |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_UNIFIED_COMMUNICATOR           |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_UNIFIED_MOBILE_COMMUNICATOR    |
|           |        | CiscoTerminal.DEVICETYPE_CISCO_UNIFIED_COMMUNICATIONS_FOR_RTX |

| Interface     | Method                                                                                                                              | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------|-------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|               |                                                                                                                                     | CiscoTerminal.DEVICETYPE_CLIENT<br>_SERVICES_FRAMEWORK<br>CiscoTerminal.DEVICETYPE_VGC_PHONE<br>CiscoTerminal.DEVICETYPE_CTI_PORT<br>CiscoTerminal.DEVICETYPE_CTI_ROUTE_POINT<br>CiscoTerminal.DEVICETYPE_DEVICE_PILOT<br>CiscoTerminal.DEVICETYPE_ISDN_BRI_PHONE<br>CiscoTerminal.DEVICETYPE_CTI_REMOTE_DEVICE                                                                                                                                                                                                                               |
| String        | getTypeName()                                                                                                                       | This method returns the device type name of Terminal (i.e. The display name of the device type). It will return an empty string if device type name cannot be found, or return null if device is invalid.                                                                                                                                                                                                                                                                                                                                     |
| CiscoTerminal | getCiscoMultiMediaCapabilityInfo()                                                                                                  | Returns CiscoMultiMediaCapabilityInfo, to indicate the multimedia capabilities of the terminal.                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| int           | getHuntLogStatus() throws<br>InvalidStateException                                                                                  | This method is used get the value of huntlogstatus of the terminal, it returns either<br>CiscoTerminal.DEVICE_HUNT_LOGGED_IN or CiscoTerminal.DEVICE_HUNT_LOGGED_OUT<br>or CiscoTerminal.DEVICE_HUNT_NOT_APPLICABLE<br>This method throws InvalidStateException if it is invoked on the terminal which is out of service                                                                                                                                                                                                                      |
| void          | setHuntLogStatus(int<br>huntLogStatus) throws<br>InvalidStateException,<br>MethodNotSupportedException,<br>InvalidArgumentException | This method is used set the value of huntLogStatus of the device, it can take<br>CiscoTerminal.DEVICE_HUNT_LOGGED_IN or CiscoTerminal.DEVICE_HUNT_LOGGED_OUT<br>values as parameters.<br>This method throws InvalidStateException if it is invoked on the terminal which is out of service. It throws<br>MethodNotSupportedException when it is invoked on unsupported devices like CTI Route Points, CTI Remote Device and Spark Remote Device and InvalidArgumentException when the arguments are other than 1(loggen_in) and 2(logged_out) |

## Inherited Fields

### From Interface javax.telephony.Terminal

addCallObserver, addObserver, getAddresses, getCallObservers, getCapabilities, getName, getObservers, getProvider, getTerminalCapabilities, getTerminalConnections, removeCallObserver, removeObserver

**From Interface com.cisco.jtapi.extensions.CiscoObjectContainer****Data Type**

```
public static final int
CiscoTerminal.DEVICETYPE_UNKNOWN = 0
CiscoTerminal.DEVICETYPE_ANALOG_PHONE = 30027
CiscoTerminal.DEVICETYPE_12S = 4
CiscoTerminal.DEVICETYPE_CISCO_6901 = 547
CiscoTerminal.DEVICETYPE_CISCO_6911 = 548
CiscoTerminal.DEVICETYPE_CISCO_6921 = 495
CiscoTerminal.DEVICETYPE_CISCO_6941 = 496
CiscoTerminal.DEVICETYPE_CISCO_6945 = 564
CiscoTerminal.DEVICETYPE_CISCO_6961 = 497
CiscoTerminal.DEVICETYPE_CISCO_7906 = 369
CiscoTerminal.DEVICETYPE_TELECASTER_BID = 6
CiscoTerminal.DEVICETYPE_CISCO_7911 = 307
CiscoTerminal.DEVICETYPE_14_BUTTON_SIDE CAR = 124
CiscoTerminal.DEVICETYPE_7915_12_BUTTON_SIDE CAR = 227
CiscoTerminal.DEVICETYPE_7915_24_BUTTON_SIDE CAR = 228
CiscoTerminal.DEVICETYPE_7916_12_BUTTON_SIDE CAR = 229
CiscoTerminal.DEVICETYPE_7916_24_BUTTON_SIDE CAR = 230
CiscoTerminal.DEVICETYPE_CKEM_36_BUTTON = 232
CiscoTerminal.DEVICETYPE_CP7921 = 365
CiscoTerminal.DEVICETYPE_CISCO_7925 = 484
CiscoTerminal.DEVICETYPE_CISCO_7926 = 577
CiscoTerminal.DEVICETYPE_7931 = 348
CiscoTerminal.DEVICETYPE_IP_CONFERENCE_PHONE = 9
CiscoTerminal.DEVICETYPE_CISCO_7936 = 30019
CiscoTerminal.DEVICETYPE_CISCO_7937 = 431
CiscoTerminal.DEVICETYPE_TELECASTER_BUSINESS = 8
CiscoTerminal.DEVICETYPE_CISCO_7941 = 115
CiscoTerminal.DEVICETYPE_CISCO_7941G_GE = 309
CiscoTerminal.DEVICETYPE_CISCO_7942 = 434
CiscoTerminal.DEVICETYPE_CISCO_7945 = 435
CiscoTerminal.DEVICETYPE_TELECASTER_MGR = 7
```

CiscoTerminal.DEVICETYPE\_CISCO\_7961 = 30018  
CiscoTerminal.DEVICETYPE\_CISCO\_7961G\_GE = 308  
CiscoTerminal.DEVICETYPE\_CISCO\_7962 = 404  
CiscoTerminal.DEVICETYPE\_CISCO\_7965 = 436  
CiscoTerminal.DEVICETYPE\_CISCO\_7970 = 30006  
CiscoTerminal.DEVICETYPE\_CISCO\_7971 = 119  
CiscoTerminal.DEVICETYPE\_CISCO\_7975 = 437  
CiscoTerminal.DEVICETYPE\_CISCO\_7989 = 302  
CiscoTerminal.DEVICETYPE\_CISCO\_8941 = 586  
CiscoTerminal.DEVICETYPE\_CISCO\_8945 = 585  
CiscoTerminal.DEVICETYPE\_CISCO\_8961 = 540  
CiscoTerminal.DEVICETYPE\_9951 = 537  
CiscoTerminal.DEVICETYPE\_CISCO\_9971 = 493  
CiscoTerminal.DEVICETYPE\_ATA\_186 = 12  
CiscoTerminal.DEVICETYPE\_CISCO\_ATA\_187 = 550  
CiscoTerminal.DEVICETYPE\_CISCO\_CIOUS = 593  
CiscoTerminal.DEVICETYPE\_CISCO\_CIOUS\_SP = 632  
CiscoTerminal.DEVICETYPE\_CISCO\_SOFTPHONE\_SE\_M = 30016  
CiscoTerminal.DEVICETYPE\_CISCO\_UNIFIED\_COMMUNICATOR = 358  
CiscoTerminal.DEVICETYPE\_CISCO\_UNIFIED\_MOBILE\_COMMUNICATOR = 468  
CiscoTerminal.DEVICETYPE\_CISCO\_UNIFIED\_COMMUNICATIONS\_FOR\_RTX = 648  
CiscoTerminal.DEVICETYPE\_CLIENT\_SERVICES\_FRAMEWORK = 503  
CiscoTerminal.DEVICETYPE\_VGC\_PHONE = 10  
CiscoTerminal.DEVICETYPE\_CTI\_PORT = 72  
CiscoTerminal.DEVICETYPE\_CTI\_ROUTE\_POINT = 73  
CiscoTerminal.DEVICETYPE\_DEVICE\_PILOT = 71  
CiscoTerminal.DEVICETYPE\_ISDN\_BRI\_PHONE = 30028  
CiscoTerminal.DEVICETYPE\_CTI\_REMOTE\_DEVICE = 635

## Related Documentation

See Terminal, CiscoMediaTerminal, [Constant Field Values, on page 1779](#), and CiscoTermEvFilter.

# CiscoTerminalConnection

The CiscoTerminalConnection interface extends the CallControlTerminalConnection interface with additional capabilities. Applications can use the getReason method to obtain the reason for the creation of this Connection.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                                                                                                                     |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                                                                                                                                         |
| 8.5(1)                                              | Two new methods, addMediaStream(String streamDN, String callingPartyNumber) and removeMediaStream(), are added.                                                                                 |
|                                                     | A new API, playtone(int toneType, int playToneDirection) is added.                                                                                                                              |
| 9.0(1)                                              | A new method, startRecording(int playToneDirection, int recordingInvocationType), is added. Two new constants, RECORDING_INVOCATION_TYPE_SILENT, and RECORDING_INVOCATION_TYPE_USER, are added. |
| 10.0(1)                                             | A new method, hold (String contentID) is added.                                                                                                                                                 |

## Superinterfaces

javax.telephony.callcontrol.CallControlTerminalConnection, CiscoObjectContainer, javax.telephony.TerminalConnection

## Declaration

```
public interface CiscoTerminalConnection extends javax.telephony.callcontrol.CallControlTerminalConnection,
CiscoObjectContainer
```

## Fields

Table 236: Fields in CiscoTerminalConnection

| Interface        | Field                | Description                                                                                          |
|------------------|----------------------|------------------------------------------------------------------------------------------------------|
| static final int | CISCO_SELECTEDNONE   | The the call is not selected.                                                                        |
| static final int | CISCO_SELECTEDLOCAL  | The call is selected.                                                                                |
| static final int | CISCO_SELECTEDREMOTE | A passive TerminalConnection receives this select status if the call is selected by its shared line. |

| Interface  | Field                            | Description                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | RECORDING_INVOCATION_TYPE_SILENT | This constant is used when the application invokes silent recording invocation type. The call recording status is not reflected on the Cisco IP device display.<br><br>Silent recording is the default behavior in releases prior to Release 9.0. If an application uses the startRecording(int playToneDirection) method that was introduced prior to Release 9.0, it will default to the RECORDING_INVOCATION_TYPE_SILENT invocation type. |
| static int | RECORDING_INVOCATION_TYPE_USER   | This constant is used when the application invokes user recording invocation type. The call recording status is reflected on the Cisco IP device display. Applications can query the device for this recording type.                                                                                                                                                                                                                         |

## Inherited Fields

### From Interface `javax.telephony.callcontrol.CallControlTerminalConnection`

BRIDGED, DROPPED, HELD, IDLE, INUSE, RINGING, TALKING, UNKNOWN

### From Interface `javax.telephony.TerminalConnection`

ACTIVE, PASSIVE

## Parameters

### **invocationType**

The invocationType parameter allows an application to specify a recording invocation type. The parameter is passed as one of the constants RECORDING\_INVOCATION\_TYPE\_SILENT or RECORDING\_INVOCATION\_TYPE\_USER.

### **String contentID**

A String representing a specific video. Max 128 characters.

## New Error Codes

### CTIERR\_ILLEGAL\_CALLSTATE

Occurs if the request is made on a TerminalConnection associated with an invalid call. The only valid state to invoke this request is 'Connected'.

JTAPI throws IllegalStateException with description as "Line is not in a legal state to invoke command."

**CTIERR\_CALL\_DROPPED**

Occurs if the request is made on a TerminalConnection associated with an invalid call.

JTAPI throws InvalidStateException with description as “Call is dropped”.

**CTIERR\_BIB\_NOT\_CONFIGURED**

Occurs if the Built-In-Bridge (BIB) is not configured on the agent device.

JTAPI throws ResourceUnavailableException with a description as “Built in bridge not configured”.

**CTIERR\_RESOURCE\_NOT\_AVAILABLE**

Occurs if the Built-In-Bridge (BIB) cannot be allocated for the request.

JTAPI throws ResourceUnavailableException with a description as “Resource Not Available”.

**CTIERR\_MEDIA\_CONNECTION\_FAILED**

Occurs if the Built-In-Bridge (BIB) call fails to connect to the media.

JTAPI throws InvalidStateException with a description as “The connection to the media has failed”.

**CTIERR\_START\_STREAM\_MEDIA\_FAILED**

Occurs if there is a general failure with the Agent Greeting feature, that is not covered by any of the other error codes.

JTAPI throws InvalidStateException with a description as “Start streaming media request failed”.

**CTIERR\_STOP\_STREAM\_MEDIA\_FAILED**

Occurs if there is a general failure with the Agent Greeting feature, that is not covered by any of the other error codes.

JTAPI throws InvalidStateException with a description as “Stop streaming media request failed”.

**CTIERR\_REQUEST\_ALREADY\_PENDING**

Occurs if an application attempts to invoke an Agent Greeting API while another request is made.

JTAPI throws InvalidStateException with a description as “The request was rejected because there is a similar request already pending”.

**CTIERR\_NO\_STREAMING\_MEDIA\_SESSION**

Occurs if an application attempts to invoke a stop request while there is no existing media stream to stop.

JTAPI throws InvalidStateException with a description as “There is no streaming media session active”.

**CTIERR\_EXISTING\_STREAMING\_MEDIA\_SESSION**

Occurs if an application attempts to invoke an Agent Greeting API while another request is made and accepted.

JTAPI throws InvalidStateException with a description as “There is an existing streaming media session”.

**CTIERR\_RECORDING\_INVOCATION\_TYPE\_NOT\_MATCHING**

Occurs if an application attempts to stop an active recording, but specifies a recording type other than the recording type that was used to invoke the recording.



## Methods

Table 237: Methods in CiscoTerminalConnection

| Interface | Method             | Description                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| boolean   | getPrivacyStatus() | Returns the privacy status of the call on the terminal. This interface returns True if Privacy is on and False otherwise. Always check the TerminalConnection privacy status before displaying any information about the call at an application Terminal implementation.                                                                                                                            |
| int       | getSelectStatus()  | Returns the select status of the call on the terminal. Always check the select status of the TerminalConnection before performing any call-process operation for the call. Can be one of: <ul style="list-style-type: none"><li>• CiscoTerminalConnection.CISCO_SELECTEDNONE</li><li>• CiscoTerminalConnection.CISCO_SELECTEDLOCAL</li><li>• CiscoTerminalConnection.CISCO_SELECTEDREMOTE</li></ul> |

| Interface | Method                                                    | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | startRecording(int playToneDirection)                     | <p>Starts recording a call. The system delivers <code>CiscoTermConnRecordingStartEv</code> and <code>CiscoTermConnRecordingTargetInfoEv</code> to the call observer when this method is successful.</p> <p><b>Pre-conditions</b></p> <ul style="list-style-type: none"> <li>• <code>((this.getTerminal()).getProvider()).getState() == Provider.IN_SERVICE</code></li> <li>• <code>this.getCallControlState() == CallControlTerminalConnection.TALKING</code></li> <li>• <code>((CiscoProviderCapabilities)(this.getTerminal().getProvider().getProviderCapabilities()).canRecord() == TRUE</code></li> <li>• <code>this.getConnection().getAddress().getRecordingConfig(this.getTerminal()) == CiscoAddress.APPLICATION_CONTROLLED_RECORDING</code></li> </ul> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• <code>playToneDirection</code>—Specifies whether to play a tone. Valid values are: <ul style="list-style-type: none"> <li>• <code>CiscoCall.PLAYTONE_NOLOCAL_OR_REMOTE</code></li> <li>• <code>CiscoCall.PLAYTONE_LOCALONLY</code></li> <li>• <code>CiscoCall.PLAYTONE_REMOTEONLY</code></li> <li>• <code>CiscoCall.PLAYTONE_BOTHLOCALANDREMOTE</code></li> </ul> </li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• <code>javax.telephony.InvalidStateException</code>—Either the Provider was not "in service" or the TerminalConnection is not in the "TALKING" state.</li> <li>• <code>javax.telephony.PrivilegeViolationException</code>—The application does not have the proper authority to invoke this method.</li> <li>• <code>javax.telephony.ResourceUnavailableException</code>—An internal resource that this method requires is not available.</li> <li>• <code>javax.telephony.InvalidArgumentException</code>—The value for <code>playToneDirection</code> is not valid.</li> </ul> |
| void      | startRecording(int playToneDirection, int invocationType) | This method is similar to the <code>startRecording(int playToneDirection)</code> method.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Interface                 | Method                                                     | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void                      | stopRecording(int invocationType)                          | This method is similar to the stopRecording() method.<br>If an application attempts to stop an active recording, but specifies a recording type other than the recording type that the recording was invoked with, the request fails and an exception with error code CTIERR_RECORDING_INVOCATION_TYPE_NOT_MATCHING is thrown.                                                                                                                                                                                                                                                                                                                                                                             |
| CiscoRecorderInfo         | getCiscoRecorderInfo()                                     | Returns CiscoRecorderInfo, which exposes the terminal name and address of the recorder or null if the call is not being recorded. The call control terminal connection must be in the talking state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| CiscoMonitorInitiatorInfo | getCiscoMonitorInitiatorInfo()                             | Returns CiscoMonitorInitiatorInfo or null if the call is not being monitored. The application can use this method on the terminal connection of the monitor target to get information about the monitor initiator or determine that there is no monitor session.                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| CiscoMonitorTargetInfo    | getCiscoMonitorTargetInfo()                                | Returns CiscoMonitorTargetInfo or null. The application can use this method on the terminal connection of the monitor initiator to get information about the monitor target. This method returns null when called on a terminal connection of the monitor target or if there is no monitor session.                                                                                                                                                                                                                                                                                                                                                                                                        |
| void                      | addMediaStream(String streamDN, String callingPartyNumber) | Sends a request to begin sending media to the TerminalConnection's associated Built-in-bridge (BIB).<br><b>Parameters</b> <ul style="list-style-type: none"> <li>String streamDN—Dialed Number (DN) for the IVR, CTI Port, or the device streaming the media to the call.</li> <li>String callingPartyNumber—A string object that applications use to provide information to the IVR. This is subject to all the constraints of a DN, and is used to store the agent's DN. This is presented to the IVR as the calling party in the new call event. The IVR must have some application running that understands this information, and can only be retrieved from the new call event on the IVR.</li> </ul> |
| void                      | removeMediaStream()                                        | Sends a request to cease the playing of media to the TerminalConnection's associated BIB.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Interface | Method                                        | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| void      | playTone(int toneType, int playToneDirection) | <p>Plays tones at local or remote ends of the call.</p> <p><b>Parameters</b></p> <ul style="list-style-type: none"> <li>• int toneType—One of the tones defined in CiscoTone interface.</li> <li>• int playToneDirection—Can be CiscoCall.PLAYTONE_LOCALONLY or CiscoCall.PLAYTONE_REMOTEONLY.</li> </ul> <p><b>Throws</b></p> <ul style="list-style-type: none"> <li>• InvalidStateException</li> <li>• InvalidArgumentException</li> <li>• PlatformException</li> </ul>                                                                                              |
| void      | hold (String contentID)                       | <p>This interface puts a call on hold, and specifies a contentID that can be used to play video on hold, or other related features. Note that CiscoProvider must be in IN_SERVICE state. Also, the call control state needs to be in TALKING state. If not, InvalidStateException will be thrown. If the hold request fails, ResourceUnavailableException will be thrown. All other errors encountered will result in PlatformException to be thrown.</p> <p><b>Parameters</b></p> <p>String contentID—A String representing a specific video. Max 128 characters.</p> |

## Inherited Methods

### From Interface `javax.telephony.callcontrol.CallControlTerminalConnection`

getCallControlState, hold, join, leave, unhold

### From Interface `javax.telephony.TerminalConnection`

answer, getCapabilities, getConnection, getState, getTerminal, getTerminalConnectionCapabilities, getObject, setObject

### From Interface `com.cisco.jtapi.extensions.CiscoObjectContainer`

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTerminalObserver

Applications implement this interface to receive `CiscoTermEv` events such as `CiscoRTPInputStartedEv` and `CiscoRTPInputStoppedEv` when observing Terminals via the `Terminal.addObserver` method.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.TerminalObserver`

## Declaration

```
public interface CiscoTerminalObserver extends javax.telephony.TerminalObserver
```

## Fields

None

## Methods

None

## Inherited Methods

**From Interface `javax.telephony.TerminalObserver`**

`terminalChangedEvent`

## Related Documentation

See `CiscoTermInServiceEv`, `CiscoTermOutOfServiceEv`, `CiscoRTPInputStartedEv`, `CiscoRTPInputStoppedEv`, `CiscoRTPOutputStartedEv`, and `CiscoRTPOutputStoppedEv`.

# CiscoTerminalProtocol

The `CiscoTerminalProtocol` event is a container for the constants that define protocol types.

### Interface History

| Cisco Unified Communications Manager Release | Description          |
|----------------------------------------------|----------------------|
| 3.x                                          | Added the extension. |

## Superinterfaces

public interface CiscoTerminalProtocol

## Fields

Table 238: Fields in CiscoTerminalProtocol

| Interface  | Field                      | Description                                                                                                                                                        |
|------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int | PROTOCOL_NONE              | This constant value returned by the getProtocol() interface on CiscoTerminal indicates that the protocol type for the CiscoTerminal is not known or not available. |
| static int | PROTOCOL_SCCP              | This constant value returned by the getProtocol() interface on CiscoTerminal indicates that the protocol type for the CiscoTerminal is SCCP.                       |
| static int | PROTOCOL_SIP               | This constant value returned by the getProtocol() interface on CiscoTerminal indicates that the protocol type for the CiscoTerminal is SIP.                        |
| static int | PROTOCOL_CTI_REMOTE_DEVICE | This constant value returned by the getProtocol() interface on CiscoTerminal indicates that the protocol type for the CiscoTerminal is CTI Remote Device.          |

## Related Documentation

See also CiscoTerminal, [Constant Field Values, on page 1779](#) for more information.

## CiscoTermInServiceEv

The CiscoTermInServiceEv event gets sent to the application's TerminalObservers to indicate that the CiscoTerminal is ready for operation.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermInServiceEv extends CiscoTermEv
```

## Fields

*Table 239: Fields in CiscoTermInServiceEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 240: Methods in CiscoTermInServiceEv

| Interface | Method                 | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getSupportedEncoding() | <p>Reports whether a terminal is UNICODE-capable by returning the supported encoding. The value of supported encoding may be any of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoTerminal.UNKNOWN_ENCODING</li> <li>• CiscoTerminal.ASCII_ENCODING</li> <li>• CiscoTerminal.UCS2UNICODE_ENCODING</li> <li>• CiscoTerminal.NOT_APPLICABLE</li> </ul> <p>Returns: An integer value for the supported encoding of this terminal.</p> |
| int       | getLocale()            | Returns the locale that this Terminal supports. Returns int values defined in the CiscoLocales interface.                                                                                                                                                                                                                                                                                                                                                       |
| boolean   | getDNDStatus()         | Returns the current DND status to the application. Returns boolean dndStatus.                                                                                                                                                                                                                                                                                                                                                                                   |
| int       | getDNDOption()         | <p>Returns the current DND option to the application. The DND option can be any of the following constants:</p> <ul style="list-style-type: none"> <li>• CiscoTerminal.DND_OPTION_NONE</li> <li>• CiscoTerminal.DND_OPTION_RINGER_OFF</li> <li>• CiscoTerminal.DND_OPTION_CALL_REJECT</li> </ul> <p>Returns int dndOption.</p>                                                                                                                                  |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.TermEv`

getTerminal

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779 and CiscoLocales



# CiscoTermOutOfServiceEv

The CiscoTermOutOfServiceEv event gets sent to the TerminalObservers of an application to indicate that the CiscoTerminal is out-of-service.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoOutOfServiceEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermOutOfServiceEv extends CiscoTermEv, CiscoOutOfServiceEv
```

## Fields

Table 241: Fields in CiscoTermOutOfServiceEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.TermEv

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,

META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_DEVICE\_FAILURE, CAUSE\_DEVICE\_RESTRICTED, CAUSE\_DEVICE\_UNREGISTERED, CAUSE\_LINE\_RESTRICTED, CAUSE\_NOCALLMANAGER\_AVAILABLE, CAUSE\_REHOME\_TO\_HIGHER\_PRIORITY\_CM, CAUSE\_REHOMING\_FAILURE

**From Interface `javax.telephony.events.Ev`**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface `com.cisco.jtapi.extensions.CiscoOutOfServiceEv`**

## Methods

None

## Inherited Methods

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

**From Interface `javax.telephony.events.TermEv`**

`getTerminal`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermRegistrationFailedEv

Applications receive this event when TerminalRegistration fails at the provider. The error that `getErrorCode()` returns explains the problem. On receiving this event, the application should try to reregister the terminal.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                           |
|-----------------------------------------------------|-------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.               |
| 8.5(1)                                              | A new error code, CTI_SECURITY_NOT_ALLOWED, is added. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermRegistrationFailedEv extends CiscoTermEv
```

## Fields

Table 242: Fields in CiscoTermRegistrationFailedEv

| Interface        | Field                            | Description                                                                                                                                                                                  |
|------------------|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | ID                               | None                                                                                                                                                                                         |
| static final int | MEDIA_CAPABILITY_MISMATCH        | Registration failed because the Terminal is already registered with a different media capability. Try reregistering with the same capability.                                                |
| static final int | MEDIA_ALREADY_TERMINATED_NONE    | Registration failed because the Terminal is already registered with media termination type none. Try reregistering with Media termination type none.                                         |
| static final int | MEDIA_ALREADY_TERMINATED_STATIC  | Registration failed because the Terminal is already registered with static media termination. Static registration does not allow a second registration. Wait until the terminal unregisters. |
| static final int | MEDIA_ALREADY_TERMINATED_DYNAMIC | Registration failed because the Terminal is already registered with dynamic media termination. Try reregistering with dynamic media termination.                                             |

| Interface        | Field                       | Description                                                                                                             |
|------------------|-----------------------------|-------------------------------------------------------------------------------------------------------------------------|
| static final int | OWNER_NOT_ALIVE             | Registration encountered a race condition while attempting to register the Terminal. Try registering the Terminal.      |
| static final int | DB_INITIALIZATION_ERROR     | A database initialization error occurred while registering a Terminal. Try registering the Terminal.                    |
| static final int | UNKNOWN                     | Registration failed for an unknown internal reason. Try to reregister the Terminal.                                     |
| static final int | IP_ADDRESSING_MODE_MISMATCH | Registration failed due to unsupported IP Addressing mode Try to register the Terminal with correct IP Addressing Mode. |
| public static    | CTI_SECURITY_NOT_ALLOWED    | The application registers a device in secured mode but eventually is rejected with the error code.                      |

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 243: Methods in *CiscoTermRegistrationFailedEv*

| Interface | Method         | Description                                               |
|-----------|----------------|-----------------------------------------------------------|
| int       | getErrorCode() | Returns the error code for this exception, as an integer. |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface `javax.telephony.events.TermEv`

getTerminal

### From Interface `javax.telephony.events.Ev`

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermRemovedEv

The `CiscoTermRemovedEv` event gets sent to the provider observer of the application when a `CiscoTerminal` gets removed from the provider domain.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoProvEv`, `javax.telephony.events.Ev`, `javax.telephony.events.ProvEv`

## Declaration

```
public interface CiscoTermRemovedEv extends CiscoProvEv
```

## Fields

Table 244: Fields in CiscoTermRemovedEv

| Interface        | Field |
|------------------|-------|
| static final int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 245: Methods in CiscoTermRemovedEv

| Interface                | Method        | Description                                                     |
|--------------------------|---------------|-----------------------------------------------------------------|
| javax.telephony.Terminal | getTerminal() | Returns the Terminal that was removed from the provider domain. |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.ProvEv

getProvider

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See [Constant Field Values](#), on page 1779.

# CiscoTermRestrictedEv

Applications see the `CiscoTermRestrictedEv` event when a user restricts a Terminal from Cisco Unified Communications Manager administration after the application starts running. Applications will not be able to see events for restricted Terminals, or for addresses on those terminals. If a Terminal gets restricted while it is in the in-service state, applications receive this event, and the Terminal and the corresponding addresses move to the out-of-service state.

**Interface History**

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoProvEv`, `javax.telephony.events.Ev`, `javax.telephony.events.ProvEv`

## Declaration

```
public interface CiscoTermRestrictedEv extends CiscoProvEv
```

## Fields

*Table 246: Fields in `CiscoTermRestrictedEv`*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

**From Interface `javax.telephony.events.Ev`**

`CAUSE_CALL_CANCELLED`, `CAUSE_DEST_NOT_OBTAINABLE`,  
`CAUSE_INCOMPATIBLE_DESTINATION`, `CAUSE_LOCKOUT`, `CAUSE_NETWORK_CONGESTION`,  
`CAUSE_NETWORK_NOT_OBTAINABLE`, `CAUSE_NEW_CALL`, `CAUSE_NORMAL`,  
`CAUSE_RESOURCES_NOT_AVAILABLE`, `CAUSE_SNAPSHOT`, `CAUSE_UNKNOWN`,

META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

**From Interface javax.telephony.events.Ev**

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

*Table 247: Methods in CiscoTermRestrictedEv*

| Interface                | Method      | Description                                      |
|--------------------------|-------------|--------------------------------------------------|
| javax.telephony.Terminal | getTerminal | Returns the Terminal that has become restricted. |

## Inherited Methods

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

**From Interface javax.telephony.events.ProvEv**

getProvider

**From Interface javax.telephony.events.Ev**

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTermSnapshotCompletedEv

If an application comes up after a call is established between two endpoints, for mid-call monitoring the application needs to query Terminal.createSnapshot(). After the call events for all of the Addresses on the Terminal get delivered, the application will get CiscoTermSnapshotCompletedEv. To maintain backward compatibility, these events get generated only when the application enables the snapShotRTPEEnabled filter in CiscoTermEvFilter.



### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

CiscoEv, CiscoTermEv, javax.telephony.events.Ev, javax.telephony.events.TermEv

## Declaration

```
public interface CiscoTermSnapshotCompletedEv extends CiscoTermEv
```

## Fields

*Table 248: Fields in CiscoTermSnapshotCompletedEv*

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

None

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.TermEv`

`getTerminal`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See `CiscoTermEvFilter` and [Constant Field Values](#), on page 1779.

## CiscoTermSnapshotEv

If an application comes up after a call is established between two endpoints, for mid-call monitoring the application needs to query `Terminal.createSnapshot()`. The snapshot event, `CiscoTermSnapshotEv`, gets sent and indicates whether the current media between the endpoints is secure. Applications could also query `CiscoMediaCallSecurityIndicator` to get the security indicator for a call; however, this event does not contain any `KeyMaterial`. If there are no calls on any of the lines on the Terminal, applications will only get `CiscoTermSnapshotCompletedEv`. To maintain backward compatibility, these events get generated only when the application enables the `snapShotRTPEEnabled` filter in `CiscoTermEvFilter`.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`CiscoEv`, `CiscoTermEv`, `javax.telephony.events.Ev`, `javax.telephony.events.TermEv`

## Declaration

```
public interface CiscoTermSnapshotEv extends CiscoTermEv
```

## Fields

Table 249: Fields in CiscoTermSnapshotEv

| Interface  | Field |
|------------|-------|
| static int | ID    |

## Inherited Fields

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface javax.telephony.events.Ev

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE, CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION, CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL, CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN, META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING, META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING, META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 250: Methods in CiscoTermSnapshotEv

| Interface                         | Method                               | Description                                                            |
|-----------------------------------|--------------------------------------|------------------------------------------------------------------------|
| CiscoMediaCallSecurityIndicator[] | getCiscoMediaCallSecurityIndicator() | Returns the media security status for each active call on this device. |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.TermEv

getTerminal

**From Interface `javax.telephony.events.Ev`**

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

## Related Documentation

See `CiscoTermEvFilter` and [Constant Field Values](#), on page 1779.

## CiscoTone

The `CiscoTone` interface defines CTI Tone constant codes. `CiscoToneChangedEv` provides the `getTone()` method to return one of these constants. Only the ZIPZIP tone type is exposed to applications.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                             |
|-----------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| 7.0(1)                                              | Added a new extension.                                                                                  |
| 8.5(1)                                              | Enhanced to include the supported tones that are used as parameters for <code>playTone()</code> method. |

## Superinterfaces

public interface `CiscoTone`

## Fields

*Table 251: Fields in `CiscoTone`*

| Interface               | Field           | Description                                                                                                                                              |
|-------------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| Static int              | ZIPZIP          | This interface defines the integer value for the ZIPZIP tone. The <code>CiscoToneChangedEv.getTone()</code> interface returns an integer value for tone. |
| public static final int | ZIP             | -                                                                                                                                                        |
| public static final int | CALLWAITINGTONE | -                                                                                                                                                        |

See also `CiscoToneChangedEv`, [Constant Field Values](#), on page 1779.

# CiscoToneChangedEv

The CiscoToneChangedEv event indicates that a tone has been generated for this call. The CallControlCallObserver interface reports this event. Currently, this tone gets generated only because of the Forced Authorization Code (FAC) or Client Matter Code (CMC) features. CiscoToneChangedEv.getCiscoCause() returns CiscoCallEv.CAUSE\_FAC\_CMC\_FEATURE if the tone gets generated because of FAC\_CMC.

## Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, CiscoCallEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoToneChangedEv extends CiscoCallEv
```

## Fields

Table 252: Fields in CiscoToneChangedEv

| Interface        | Field            | Description                                                                                                                                                                                                                                                                       |
|------------------|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static final int | ID               | None                                                                                                                                                                                                                                                                              |
| static final int | FAC_REQUIRED     | Indicates that a FAC must be entered using Connection.addToAddress(String) to extend the call. This applies only for FAC_CMC_FEATURE_ID.                                                                                                                                          |
| static final int | CMC_REQUIRED     | Indicates that a CMC must be entered using Connection.addToAddress(String) to extend the call. This applies only for FAC_CMC_FEATURE_ID.                                                                                                                                          |
| static final int | FAC_CMC_REQUIRED | Indicates that both a FAC and a CMC must be entered using Connection.addToAddress(String) to extend the call. The application can enter either one String code at a time or both at same time, separated by a # (pound sign) character. This applies only for FAC_CMC_FEATURE_ID. |

CAUSE\_ACCESSINFORMATIONDISCARDED

, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL, CAUSE\_BCNAUTHORIZED,  
 CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED, CAUSE\_CALLIDINUSE,  
 CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED, CAUSE\_CALLSPLIT,  
 CAUSE\_CHANTYPENIMPL, CAUSE\_CHANUNACCEPTABLE, CAUSE\_CTICCMSIP400BADREQUEST,  
 CAUSE\_CTICCMSIP401UNAUTHORIZED, CAUSE\_CTICCMSIP402PAYMENTREQUIRED,  
 CAUSE\_CTICCMSIP403FORBIDDEN, CAUSE\_CTICCMSIP404NOTFOUND,  
 CAUSE\_CTICCMSIP405METHODNOTALLOWED, CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BADEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFEE,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATIBLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATABLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,  
 CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCAVAIL, CAUSE\_REQFACILITYNIMPL,

CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

## Inherited Fields

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

## Methods

Table 253: Methods in `CiscoToneChangedEv`

| Interface | Method                              | Description                                                                                                                                                                                                                                                                                                                         |
|-----------|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | <code>getTone()</code>              | Returns the generated tone type from <code>CiscoTone</code> .                                                                                                                                                                                                                                                                       |
| int       | <code>getWhichCodeRequired()</code> | Returns which codes are required for the dialed DN. The <code>codeRequired</code> may be one of the following: <ul style="list-style-type: none"> <li>• <code>CiscoToneChangedEv.FAC_REQUIRED</code></li> <li>• <code>CiscoToneChangedEv.CMC_REQUIRED</code></li> <li>• <code>CiscoToneChangedEv.FAC_CMC_REQUIRED</code></li> </ul> |

## Inherited Methods

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `javax.telephony.events.CallEv`

`getCall`

### From Interface `javax.telephony.events.Ev`

`getCause`, `getID`, `getMetaCode`, `getObserved`, `isNewMetaEvent`

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

## Related Documentation

See [Constant Field Values](#), on page 1779.

## CiscoTransferEndEv

The `CiscoTransferEndEv` event indicates that a transfer operation has completed. This event gets reported via the `CallControlCallObserver` interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

`javax.telephony.events.CallEv`, `CiscoCallEv`, `CiscoEv`, `javax.telephony.events.Ev`

## Declaration

```
public interface CiscoTransferEndEv extends CiscoCallEv
```

## Fields

None



## Inherited Fields

### From Interface `com.cisco.jtapi.extensions.CiscoCallEv`

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL,  
 CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED,  
 CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED,  
 CAUSE\_CALLSPLIT, CAUSE\_CHANYPENIMPL, CAUSE\_CHANUNACCEPTABLE,  
 CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED,  
 CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN,  
 CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED,  
 CAUSE\_CTICCMSIP406NOTACCEPTABLE,  
 CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED,  
 CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE,  
 CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG,  
 CAUSE\_CTICCMSIP414REQUESTURITOO LONG,  
 CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE,  
 CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BADEXTENSION,  
 CAUSE\_CTICCMSIP421EXTENSTIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF,  
 CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE,  
 CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED,  
 CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE,  
 CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE,  
 CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE,  
 CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE,  
 CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED,  
 CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE,  
 CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED,  
 CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE,  
 CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE,  
 CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL,  
 CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFeree,  
 CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,  
 CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATABLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATABLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,

CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVNAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCNVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 254: Methods in `CiscoTransferEndEv`

| Interface                                       | Method                               | Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>javax.telephony.Call</code>               | <code>getTransferredCall()</code>    | Returns the call that has been transferred. This call is in the <code>Call.INVALID</code> state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <code>javax.telephony.Call</code>               | <code>getFinalCall()</code>          | Returns the call that remains active after the transfer completes.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <code>javax.telephony.TerminalConnection</code> | <code>getTransferController()</code> | Returns the <code>ACTIVE</code> <code>TerminalConnection</code> that currently acts as the transfer controller for the final call. When the <code>transferController</code> is a <code>SharedLine</code> , there will be multiple <code>TerminalConnection</code> objects. This method returns the <code>ACTIVE</code> <code>TerminalConnection</code> ; however, if the application is not observing the <code>ACTIVE</code> <code>TerminalConnection</code> , this method will return one of the <code>PASSIVE</code> <code>TerminalConnection</code> objects. |

| Interface                            | Method                         | Description                                                                                                                                                                                                                                                                                           |
|--------------------------------------|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.TerminalConnection[] | getTransferControllers()       | Returns the list of TerminalConnection objects that currently act as the transfer controller for the final call. When the transferController is not a SharedLine, there will be only one TerminalConnection in the list. This method returns null if there is no observer on the transfer controller. |
| javax.telephony.Address              | getTransferControllerAddress() | Returns the address that currently acts as the transfer controller for the final call.                                                                                                                                                                                                                |
| boolean                              | isSuccess()                    | Returns true if the transfer is successful, or false otherwise.                                                                                                                                                                                                                                       |

## Inherited Methods

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.CallEv

getCall

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface com.cisco.jtapi.extensions.CiscoCallEv

getCiscoCause, getCiscoFeatureReason

## Related Documentation

See [Constant Field Values, on page 1779](#) and `getTransferControllers()`.

## CiscoTransferStartEv

The CiscoTransferStartEv event indicates that a transfer operation has started. This event gets reported via the CallControlCallObserver interface.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                             |
|-----------------------------------------------------|-----------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes. |

## Superinterfaces

javax.telephony.events.CallEv, CiscoCallEv, CiscoEv, javax.telephony.events.Ev

## Declaration

```
public interface CiscoTransferStartEv extends CiscoCallEv
```

## Fields

Table 255: Fields in CiscoTransferStartEv

| Interface        | Field |
|------------------|-------|
| static final int | ID    |

## Inherited Fields

### From Interface com.cisco.jtapi.extensions.CiscoCallEv

CAUSE\_ACCESSINFORMATIONDISCARDED, CAUSE\_BARGE, CAUSE\_BCBPRESENTLYAVAIL, CAUSE\_BCNAUTHORIZED, CAUSE\_BEARERCAPNIMPL, CAUSE\_CALLBEINGDELIVERED, CAUSE\_CALLIDINUSE, CAUSE\_CALLMANAGER\_FAILURE, CAUSE\_CALLREJECTED, CAUSE\_CALLSPLIT, CAUSE\_CHANTYPENIMPL, CAUSE\_CHANUNACCEPTABLE, CAUSE\_CTICCMSIP400BADREQUEST, CAUSE\_CTICCMSIP401UNAUTHORIZED, CAUSE\_CTICCMSIP402PAYMENTREQUIRED, CAUSE\_CTICCMSIP403FORBIDDEN, CAUSE\_CTICCMSIP404NOTFOUND, CAUSE\_CTICCMSIP405METHODNOTALLOWED, CAUSE\_CTICCMSIP406NOTACCEPTABLE, CAUSE\_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED, CAUSE\_CTICCMSIP408REQUESTTIMEOUT, CAUSE\_CTICCMSIP410GONE, CAUSE\_CTICCMSIP411LENGTHREQUIRED, CAUSE\_CTICCMSIP413REQUESTENTITYTOOLONG, CAUSE\_CTICCMSIP414REQUESTURITOO LONG, CAUSE\_CTICCMSIP415UNSUPPORTEDMEDIATYPE, CAUSE\_CTICCMSIP416UNSUPPORTEDURIScheme, CAUSE\_CTICCMSIP420BADEXTENSION, CAUSE\_CTICCMSIP421EXTENSIONREQUIRED, CAUSE\_CTICCMSIP423INTERVALTOOBRIEF, CAUSE\_CTICCMSIP480TEMPORARILYUNAVAILABLE, CAUSE\_CTICCMSIP481CALLLEGDOESNOTEXIST, CAUSE\_CTICCMSIP482LOOPDETECTED, CAUSE\_CTICCMSIP483TOOMANYHOOPS, CAUSE\_CTICCMSIP484ADDRESSINCOMPLETE, CAUSE\_CTICCMSIP485AMBIGUOUS, CAUSE\_CTICCMSIP486BUSYHERE, CAUSE\_CTICCMSIP487REQUESTTERMINATED, CAUSE\_CTICCMSIP488NOTACCEPTABLEHERE, CAUSE\_CTICCMSIP491REQUESTPENDING, CAUSE\_CTICCMSIP493UNDECIPHERABLE, CAUSE\_CTICCMSIP500SERVERINTERNALERROR, CAUSE\_CTICCMSIP501NOTIMPLEMENTED, CAUSE\_CTICCMSIP502BADGATEWAY, CAUSE\_CTICCMSIP503SERVICEUNAVAILABLE, CAUSE\_CTICCMSIP504SERVERTIMEOUT, CAUSE\_CTICCMSIP505SIPVERSIONNOTSUPPORTED, CAUSE\_CTICCMSIP513MESSAGETOOLARGE, CAUSE\_CTICCMSIP600BUSYEVERYWHERE, CAUSE\_CTICCMSIP603DECLINE, CAUSE\_CTICCMSIP604DOESNOTEXISTANYWHERE, CAUSE\_CTICCMSIP606NOTACCEPTABLE, CAUSE\_CTICONFERENCEFULL, CAUSE\_CTIDEVICENOTPREEMPTABLE, CAUSE\_CTIDROPCONFEE, CAUSE\_CTIMANAGER\_FAILURE, CAUSE\_CTIPRECEDENCECALLBLOCKED,

CAUSE\_CTIPRECEDENCELEVELEXCEEDED, CAUSE\_CTIPRECEDENCEOUTOFBANDWIDTH,  
 CAUSE\_CTIPREEMPTFORREUSE, CAUSE\_CTIPREEMPTNOREUSE,  
 CAUSE\_DESTINATIONOUTOFORDER, CAUSE\_DESTNUMMISSANDDCNOTSUB, CAUSE\_DPARK,  
 CAUSE\_DPARK\_REMINDER, CAUSE\_DPARK\_UNPARK, CAUSE\_EXCHANGEROUTINGERROR,  
 CAUSE\_FAC\_CMC, CAUSE\_FACILITYREJECTED, CAUSE\_IDENTIFIEDCHANDOESNOTEXIST,  
 CAUSE\_IENIMPL, CAUSE\_INBOUNDBLINDTRANSFER, CAUSE\_INBOUNDCONFERENCE,  
 CAUSE\_INBOUNDTRANSFER, CAUSE\_INCOMINGCALLBARRED,  
 CAUSE\_INCOMPATIBLEDESTINATION, CAUSE\_INTERWORKINGUNSPECIFIED,  
 CAUSE\_INVALIDCALLREFVALUE, CAUSE\_INVALIDIECONTENTS,  
 CAUSE\_INVALIDMESSAGEUNSPECIFIED, CAUSE\_INVALIDNUMBERFORMAT,  
 CAUSE\_INVALIDTRANSITNETSEL, CAUSE\_MANDATORYIEMISSING,  
 CAUSE\_MSGNCOMPATIBLEWCS, CAUSE\_MSGTYPENCOMPATWCS, CAUSE\_MSGTYPENIMPL,  
 CAUSE\_NETOUTOFORDER, CAUSE\_NOANSWERFROMUSER, CAUSE\_NOCALLSUSPENDED,  
 CAUSE\_NOCIRCAVAIL, CAUSE\_NOERROR, CAUSE\_NONSELECTEDUSERCLEARING,  
 CAUSE\_NORMALCALLCLEARING, CAUSE\_NORMALUNSPECIFIED,  
 CAUSE\_NOROUTETODDESTINATION, CAUSE\_NOROUTETOTRANSITNET,  
 CAUSE\_NOUSERRESPONDING, CAUSE\_NUMBERCHANGED,  
 CAUSE\_ONLYRDIVEARERCAPAVAIL, CAUSE\_OUTBOUNDCONFERENCE,  
 CAUSE\_OUTBOUNDTRANSFER, CAUSE\_OUTOFBANDWIDTH,  
 CAUSE\_PROTOCOLERRORUNSPECIFIED, CAUSE\_QSIG\_PR, CAUSE\_QUALOFSERVAVAIL,  
 CAUSE\_QUIET\_CLEAR, CAUSE\_RECOVERYONTIMEREXPIRY, CAUSE\_REDIRECTED,  
 CAUSE\_REQCALLIDHASBEENCLEARED, CAUSE\_REQCIRCAVAIL, CAUSE\_REQFACILITYNIMPL,  
 CAUSE\_REQFACILITYNOTSUBSCRIBED, CAUSE\_RESOURCESNAVAIL,  
 CAUSE\_RESPONSETOSTATUSENQUIRY, CAUSE\_SERVNOTAVAILUNSPECIFIED,  
 CAUSE\_SERVOPERATIONVIOLATED, CAUSE\_SERVOROPTNAVAILORIMPL,  
 CAUSE\_SUBSCRIBERABSENT, CAUSE\_SUSPCALLBUTNOTTHISONE,  
 CAUSE\_SWITCHINGEQUIPMENTCONGESTION, CAUSE\_TEMPORARYFAILURE,  
 CAUSE\_UNALLOCATEDNUMBER, CAUSE\_USERBUSY

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

#### From Interface `javax.telephony.events.Ev`

CAUSE\_CALL\_CANCELLED, CAUSE\_DEST\_NOT\_OBTAINABLE,  
 CAUSE\_INCOMPATIBLE\_DESTINATION, CAUSE\_LOCKOUT, CAUSE\_NETWORK\_CONGESTION,  
 CAUSE\_NETWORK\_NOT\_OBTAINABLE, CAUSE\_NEW\_CALL, CAUSE\_NORMAL,  
 CAUSE\_RESOURCES\_NOT\_AVAILABLE, CAUSE\_SNAPSHOT, CAUSE\_UNKNOWN,  
 META\_CALL\_ADDITIONAL\_PARTY, META\_CALL\_ENDING, META\_CALL\_MERGING,  
 META\_CALL\_PROGRESS, META\_CALL\_REMOVING\_PARTY, META\_CALL\_STARTING,  
 META\_CALL\_TRANSFERRING, META\_SNAPSHOT, META\_UNKNOWN

## Methods

Table 256: Methods in CiscoTransferStartEv

| Interface                                    | Method                         | Description                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------------------------|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| javax.telephony.<br>Call                     | getTransferredCall()           | Returns the call that will be transferred.                                                                                                                                                                                                                                                                                                                                                                     |
| javax.telephony.<br>Call                     | getFinalCall()                 | Returns the call that will remain active after the transfer completes.                                                                                                                                                                                                                                                                                                                                         |
| javax.telephony.<br>Terminal<br>Connection   | getTransferController()        | Returns the ACTIVE TerminalConnection that currently acts as the transfer controller for the final call. When the transferController is a SharedLine, there will be multiple TerminalConnection objects. This method returns the ACTIVE TerminalConnection; however, if the application is not observing the ACTIVE TerminalConnection, this method will return one of the PASSIVE TerminalConnection objects. |
| javax.telephony.<br>Terminal<br>Connection[] | getTransferControllers()       | Returns a list of TerminalConnection objects that currently act as the transfer controller for the final call. When the transferController is not a SharedLine, there will be only TerminalConnection in the list. This method returns null if there is no observer on the transfer controller.                                                                                                                |
| javax.telephony.<br>Address                  | getTransferControllerAddress() | Returns the address that currently acts as the transfer controller for the final call.                                                                                                                                                                                                                                                                                                                         |
| String                                       | getControllerTerminalName()    | Returns the terminal names of the controllers across which transfer is done.                                                                                                                                                                                                                                                                                                                                   |

## Inherited Methods

### From Interface com.cisco.jtapi.extensions.CiscoCallEv

getCiscoCause, getCiscoFeatureReason

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

### From Interface javax.telephony.events.CallEv

getCall

### From Interface javax.telephony.events.Ev

getCause, getID, getMetaCode, getObserved, isNewMetaEvent

## Related Documentation

See [Constant Field Values, on page 1779](#) and `getTransferControllers()`.

## CiscoUrlInfo

The `CiscoUrlInfo` object specifies the properties of the Uniform Resources Locator (URL) associated with a SIP endpoint.

### Interface History

| Cisco Unified Communications Manager Release Number | Description                                                                                          |
|-----------------------------------------------------|------------------------------------------------------------------------------------------------------|
| 7.1(1 and 2)                                        | Created history table to track changes.                                                              |
| 9.0(1)                                              | Two new fields, <code>TRANSPORT_TYPE_UNKNOWN</code> and <code>TRANSPORT_TYPE_TLS</code> , are added. |

## Declaration

```
public interface CiscoUrlInfo
```

## Fields

*Table 257: Fields in CiscoUrlInfo*

| Interface        | Field                               | Description                                      |
|------------------|-------------------------------------|--------------------------------------------------|
| static final int | <code>TRANSPORT_TYPE_UNKNOWN</code> | The endpoint is using an unknown transport type. |
| static final int | <code>TRANSPORT_TYPE_UDP</code>     | The endpoint is using UDP.                       |
| static final int | <code>TRANSPORT_TYPE_TCP</code>     | The endpoint is using TCP.                       |
| static final int | <code>TRANSPORT_TYPE_TLS</code>     | The endpoint is using TLS.                       |
| static final int | <code>URL_TYPE_UNKNOWN</code>       | The URL is of unknown type.                      |
| static final int | <code>URL_TYPE_TEL</code>           | The URL is of type telephony.                    |
| static final int | <code>URL_TYPE_SIP</code>           | The URL is of type SIP.                          |

## Methods

Table 258: Methods in *CiscoUrlInfo*

| Interface        | Method             | Description                                                                                                                                                                                                 |
|------------------|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.lang.String | getUser()          | Returns the user name associated with the SIP endpoint as a string                                                                                                                                          |
| java.lang.String | getHost()          | Returns the host name associated with the SIP endpoint.                                                                                                                                                     |
| int              | getPort()          | Returns the port associated with the SIP endpoint.                                                                                                                                                          |
| int              | getTransportType() | Returns the Transport Layer Protocol type that the SIP endpoint uses. The type is either <code>CiscoUrlInfo.TRANSPORT_TYPE_UDP</code> or <code>CiscoUrlInfo.TRANSPORT_TYPE_TCP</code> .                     |
| int              | getUrlType()       | This method returns the endpoint URL type. <code>CiscoUrlInfo.URL_TYPE_UNKNOWN</code> , <code>CiscoUrlInfo.URL_TYPE_TEL</code> , and <code>CiscoUrlInfo.URL_TYPE_SIP</code> are the possible return values. |

## Related Documentation

See [Constant Field Values](#), on page 1779.

## ComponentUpdater

The overloaded method is introduced which creates an updater log in the directory that is specified.

### Interface History

| Cisco Unified Communications Manager Release Number | Description     |
|-----------------------------------------------------|-----------------|
| 7.1(2)                                              | Added in 7.1(2) |

## Declaration

```
public interface ComponentUpdater
```

## Methods

The overloaded method is introduced which creates updater log in the directory specified.



Table 259: Methods in ComponentUpdater

| Interface        | Method           | Description                                                                                                               |
|------------------|------------------|---------------------------------------------------------------------------------------------------------------------------|
| ComponentUpdater | String tracePath | Returns the Consult Call for which consult operation is cancelled, if the consult call doesn't exist it will return NULL. |

## Related Documentation

See [Constant Field Values](#), on page 1779.

## ProviderPickupNotificationRegistrationClosedEv

ProviderPickupNotificationRegistrationClosedEvent is a new interface being added with Call Pickup feature development. This event is fired whenever something happens on the CUCM that results in a previous registration to observe a pickup group being made invalid. For example, removal of pickup group from the CUCM, or change in Pickup Number etc. Applications should look for these events and handle them accordingly.

### Interface History

| Cisco Unified Communications Manager Release Number | Description   |
|-----------------------------------------------------|---------------|
| 8.0(1)                                              | New interface |

## Declaration

```
public interface ProviderPickupNotificationRegistrationClosedEvent extends CiscoProvEvMethods
```

## Methods

Table 260: Methods in ProviderPickupNotificationRegistrationClosedEv

| Interface | Method                    | Description                                                                                           |
|-----------|---------------------------|-------------------------------------------------------------------------------------------------------|
| String    | getPickupGroupNumber()    | This method returns the Pickup Group Number for the Pickup Group that is invalidated by the event.    |
| String    | getPickupGroupPartition() | This method returns the Pickup Group Partition for the Pickup Group that is invalidated by the event. |
| int       | getReason()               | This method returns the reason code explaining why this Pickup Group was invalidated.                 |

## New Reason Code

CTIERR\_PICKUPGROUP\_CHANGED

CTIERR\_PICKUPGROUP\_DELETED

## Related Documentation

None

## CiscoTermHuntLogStatusChangedEv

This is a new interface that has been introduced in Cisco JTAPI. The intention of this new interface is to notify the applications with event CiscoTermHuntLogStatusChangedEv whenever the value of hunt log status is changed, provided the filter is set to true on that particular terminal.

## Declaration

## Methods

| Interface | Method             | Description                                                                                                                                                                                                           |
|-----------|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| int       | getHuntLogStatus() | This method is used get the value of huntlogstatus of the terminal, it returns either<br>CiscoTerminal.DEVICE_HUNT_LOGGED_IN,<br>CiscoTerminal.DEVICE_HUNT_LOGGED_OUT, or<br>CiscoTerminal.DEVICE_HUNT_NOT_APPLICABLE |



## CHAPTER 7

# Cisco Unified JTAPI Alarms and Services

The Cisco Unified JTAPI alarms and services consists of a set of classes and interfaces that expose the additional functionality not readily exposed in JTAPI 1.2 specification but are available in Cisco Unified Communications Manager. Developers can use the classes and interfaces to create new applications or modify existing classes and interfaces to create new methods.

This chapter describes the alarms and services that are available for implementation in a Cisco Unified Communications Manager.

For information about Cisco Unified JTAPI extensions, see [Cisco Unified JTAPI Extensions, on page 257](#)

- [Alarm Class Hierarchy, on page 680](#)
- [AlarmManager, on page 680](#)
- [AlarmWriter, on page 682](#)
- [DefaultAlarm, on page 684](#)
- [DefaultAlarmWriter, on page 686](#)
- [ParameterList, on page 690](#)
- [Alarm Interface Hierarchy, on page 692](#)
- [Alarm, on page 692](#)
- [AlarmWriter, on page 697](#)
- [Services Tracing Class Hierarchy, on page 699](#)
- [BaseTraceWriter, on page 699](#)
- [ConsoleTraceWriter, on page 703](#)
- [LogFileTraceWriter, on page 705](#)
- [OutputStreamTraceWriter, on page 711](#)
- [SyslogTraceWriter, on page 714](#)
- [TraceManagerFactory, on page 716](#)
- [Services Tracing Interface Hierarchy, on page 718](#)
- [Trace, on page 718](#)
- [ConditionalTrace, on page 725](#)
- [UnconditionalTrace, on page 726](#)
- [TraceManager, on page 727](#)
- [TraceModule, on page 731](#)
- [TraceWriter, on page 732](#)
- [TraceWriterManager, on page 735](#)
- [Tracing Implementation Class Hierarchy, on page 736](#)
- [TraceImpl, on page 737](#)

- [ConditionalTraceImpl](#), on page 739
- [UnconditionalTraceImpl](#), on page 740
- [TraceManagerImpl](#), on page 741
- [TraceWriterManagerImpl](#), on page 745

## Alarm Class Hierarchy

The following class hierarchy is contained in the `com.cisco.services.alarm` package.

```
java.lang.Object
 com.cisco.services.alarm.AlarmManager, on page 680
 com.cisco.services.alarm.DefaultAlarm, on page 684 (implements
 com.cisco.services.alarm.Alarm)
 com.cisco.services.alarm.DefaultAlarmWriter, on page 686 (implements
 com.cisco.services.alarm.AlarmWriter, on page
 697)
 com.cisco.services.alarm.ParameterList, on page 690
```

## AlarmManager

The `AlarmManager` is used to create `Alarm` objects. The `AlarmManager` is created with a facility and `AlarmService` hostname and port. All alarms created by the factory will be associated with this facility. This class also maintains a reference to a single `AlarmWriter` that can be used system wide. An application can make use of this `AlarmWriter`. `AlarmManager` exposes a default implementation of an `AlarmWriter`. Applications can override this with a user defined implementation of their own `AlarmWriter`.

### Usage

```
AlarmManager alarmManager = new AlarmManager(facilityName, alarmServiceHost, alarmServicePort,
debugTrace, errorTrace);
```

Alarms are created by the factory by supplying the `alarmName` (mnemonic), subfacility and severity. Alarms can be cached for use in different parts of the application. During a send alarm applications can specify the variable parameters that offer specific information to the `AlarmService`.

### Usage

Typically applications will maintain their own `AlarmManager` instance. Applications will also have to set a debug and error trace to enable the alarm tracing to also be sent to the existing trace destinations.

Setup the manager and writer classes:

```
AlarmWriter alarmWriter = new DefaultAlarmWriter(port, alarmServiceHost);
```

```
AlarmManager alarmManager = new AlarmManager("AA_IVR", alarmWriter, debugTrace, errorTrace);
```

Generating the Alarms:

create an alarm for the subfacility and a default severity.

```
Alarm alarm = alarmManager.createAlarm("HTTPSS", Alarm.INFORMATIONAL);
```

`alarm.send("090T")` sends the alarm with the mnemonic

`alarm.send("090T", "Port is stuck", "CTIPort01")` or with a mnemonic and parameter

## Declaration

```
public class AlarmManager
 java.lang.Object
 |
 |--com.cisco.services.alarm.AlarmManager
```



**Note** More than one parameter can be sent by specifying a ParameterList

| Member summary |                                                                                                                                                                              |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Constructors   |                                                                                                                                                                              |
|                | <a href="#">AlarmManager(String, AlarmWriter, Trace, UnconditionalTrace), on page 681</a><br>Create an instance of the AlarmManager for the facility.                        |
| Methods        |                                                                                                                                                                              |
| Alarm          | <a href="#">createAlarm(String, int), on page 682</a><br>Creates an Alarm of required severity for the subFacility                                                           |
| AlarmWriter    | <a href="#">getAlarmWriter(), on page 682</a>                                                                                                                                |
| void           | <a href="#">setAlarmWriter(AlarmWriter), on page 682</a><br>Allows applications to override the AlarmWriter to be used by this AlarmManager, with a user defined AlarmWriter |

| Inherited member summary                                                                                               |
|------------------------------------------------------------------------------------------------------------------------|
| Methods inherited from class Object                                                                                    |
| clone(), equals(Object), finalize(), getClass(), hashCode(), notify(), notifyAll(), toString(), wait(), wait(), wait() |

## Constructors

### AlarmManager(String, AlarmWriter, Trace, UnconditionalTrace)

```
public AlarmManager(java.lang.String facility,
 com.cisco.services.alarm.AlarmWriter writer,
 com.cisco.services.tracing.Trace debugTrace_,
 com.cisco.services.tracing.UnconditionalTrace errorTrace_)
```

Create an instance of the AlarmManager for the facility. Applications specify an AlarmWriter to be used by this AlarmManager to send the Alarms to the AlarmService.

## Methods

### createAlarm(String, int)

```
public com.cisco.services.alarm.Alarm createAlarm
 (java.lang.String subfacility, int severity)
```

Creates an Alarm of required severity for the subFacility

Returns:

an object implementing the alarm interface

### getAlarmWriter()

```
public com.cisco.services.alarm.AlarmWriter getAlarmWriter()
```

Returns:

an AlarmWriter object

### setAlarmWriter(AlarmWriter)

```
public void setAlarmWriter(com.cisco.services.alarm.AlarmWriter writer)
```

Allows applications to override the AlarmWriter to be used by this AlarmManager, with a user defined AlarmWriter

## AlarmWriter

An AlarmWriter receives alarm messages and transmits it to the receiving AlarmService on a TCP link. This interface can be used to implement other AlarmWriters to be used with this implementation of com.cisco.service.alarm A DefaultAlarmWriter is provided with this implementation and can be obtained from the AlarmManager.

## Declaration

```
public interface AlarmWriter
```

## All Known Implementing Classes

[DefaultAlarmWriter](#), on page 686

## Member Summary

| Member summary |                                                                |
|----------------|----------------------------------------------------------------|
| Methods        |                                                                |
| void           | <a href="#">close()</a> , on page 683<br>close the AlarmWriter |

| Member summary   |                                                                                              |
|------------------|----------------------------------------------------------------------------------------------|
| java.lang.String | <a href="#">getDescription(), on page 683</a>                                                |
| boolean          | <a href="#">getEnabled(), on page 683</a>                                                    |
| java.lang.String | <a href="#">getName(), on page 683</a>                                                       |
| void             | <a href="#">send(String), on page 683</a><br>Send out the alarm message to the AlarmService. |
| void             | <a href="#">setEnabled(boolean), on page 684</a><br>Enable or disable the AlarmWriter        |

## Methods

### close()

```
public void close()
```

close the AlarmWriter

### getDescription()

```
public java.lang.String getDescription()
```

Returns:

the AlarmWriter description

### getEnabled()

```
public boolean getEnabled()
```

Returns:

the current enabled or disabled state of the AlarmWriter

### getName()

```
public java.lang.String getName()
```

Returns:

the AlarmWriter name

### send(String)

```
public void send(java.lang.String alarmMessage)
```

Send out the alarm message to the AlarmService.

Parameters:

the - Alarm to be sent

**setEnabled(boolean)**

```
public void setEnabled(boolean enable)
```

Enable or disable the AlarmWriter

Parameters:

enable or disable the AlarmWriter

## DefaultAlarm

An Implementation of the Alarm interface. The AlarmManager creates these Alarms when the createAlarm() method is called.

## Declaration

```
public class DefaultAlarm implements Alarm, on page 692
{
 java.lang.Object
 |
 +--com.cisco.services.alarm.DefaultAlarm
}
```

## All Implemented Interfaces

[Alarm](#), [on page 692](#)

## Member Summary

| Member summary   |                                                                                                                                             |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Constructors     |                                                                                                                                             |
|                  | <a href="#">DefaultAlarm(String, String, int, AlarmWriter)</a> , <a href="#">on page 685</a>                                                |
| Methods          |                                                                                                                                             |
| java.lang.String | <a href="#">getFacility()</a> , <a href="#">on page 685</a>                                                                                 |
| int              | <a href="#">getSeverity()</a> , <a href="#">on page 685</a>                                                                                 |
| java.lang.String | <a href="#">getSubFacility()</a> , <a href="#">on page 685</a>                                                                              |
| void             | <a href="#">send(String)</a> , <a href="#">on page 685</a><br>Send the alarm with the specified mnemonic                                    |
| void             | <a href="#">send(String, ParameterList)</a> , <a href="#">on page 686</a><br>Send the alarm with the specified name and list of parameters. |
| void             | <a href="#">send(String, String, String)</a> , <a href="#">on page 686</a><br>Send the alarm with the specified name and parameter          |



**Inherited member summary**

Fields inherited from interface [Alarm](#), on page 692

[ALERTS](#), on page 695, [CRITICAL](#), on page 695, [DEBUGGING](#), on page 695, [EMERGENCIES](#), on page 695, [ERROR](#), on page 695, [HIGHEST\\_LEVEL](#), on page 695, [INFORMATIONAL](#), on page 696, [LOWEST\\_LEVEL](#), on page 696, [NOTIFICATION](#), on page 696, [NO\\_SEVERITY](#), on page 696, [UNKNOWN\\_MNEMONIC](#), on page 696, [WARNING](#), on page 696

Methods inherited from class `Object`

`clone()`, `equals(Object)`, `finalize()`, `getClass()`, `hashCode()`, `notify()`, `notifyAll()`, `toString()`, `wait()`, `wait()`, `wait()`

## Constructors

**DefaultAlarm(String, String, int, AlarmWriter)**

```
public DefaultAlarm(java.lang.String facility,
 java.lang.String subFacility,
 int severity,
 com.cisco.services.alarm.AlarmWriter alarmWriter)
```

## Methods

**getFacility()**

```
public java.lang.String getFacility()
```

Specified By:

[getFacility\(\)](#), on page 696 in interface [Alarm](#), on page 692

**getSeverity()**

```
public int getSeverity()
```

Specified By:

[getSeverity\(\)](#), on page 696 in interface [Alarm](#), on page 692

**getSubFacility()**

```
public java.lang.String getSubFacility()
```

Specified By:

[getSubFacility\(\)](#), on page 697 in interface [Alarm](#), on page 692

**send(String)**

```
public void send(java.lang.String mnemonic)
```

Send the alarm with the specified mnemonic

Specified By:

[send\(String\)](#), on page 697 in interface [Alarm](#), on page 692

**send(String, ParameterList)**

```
public void send(java.lang.String mnemonic,
 com.cisco.services.alarm.ParameterList paramList)
```

Send the alarm with the specified name and list of parameters.

Specified By:

[send\(String, ParameterList\)](#), on page 697 in interface [Alarm](#), on page 692

**send(String, String, String)**

```
public void send(java.lang.String mnemonic,
 java.lang.String paramName,
 java.lang.String paramValue)
```

Send the alarm with the specified name and parameter

Specified By:

[send\(String, String, String\)](#), on page 697 in interface [Alarm](#), on page 692

## DefaultAlarmWriter

`DefaultAlarmWriter` implementation of the `AlarmWriter` interface.

`DefaultAlarmWriter` maintains a queue of a fixed size to which the alarms are written. The sending of the alarms to the alarm service takes place on a separate thread. The queue is fixed size.

## Declaration

```
public class DefaultAlarmWriter implements AlarmWriter, on page 682
```

```
java.lang.Object
|
+--com.cisco.services.alarm.DefaultAlarmWriter
```

## All Implemented Interfaces

[AlarmWriter](#), on page 682

## Member Summary

| Member summary |                                                                                                                                                                                                                         |
|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Constructors   |                                                                                                                                                                                                                         |
|                | <p><a href="#">DefaultAlarmWriter(int, String)</a>, on page 687</p> <p>Constructor for the <code>DefaultAlarmWriter</code> which takes the <code>AlarmService</code> hostname, port and a queue size of fifty (50).</p> |

| Member summary   |                                                                                                                                                                                                               |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <a href="#">DefaultAlarmWriter(int, String, int), on page 688</a><br>Constructor for the DefaultAlarmWriter which takes the AlarmService hostname, port and queue size.                                       |
|                  | <a href="#">DefaultAlarmWriter(int, String, int, ConditionalTrace, UnconditionalTrace), on page 688</a><br>Constructor for the DefaultAlarmWriter which takes the AlarmService hostname, port and queue size. |
| Methods          |                                                                                                                                                                                                               |
| void             | <a href="#">close(), on page 688</a><br>Shutdown the send thread and close the socket                                                                                                                         |
| java.lang.String | <a href="#">getDescription(), on page 689</a>                                                                                                                                                                 |
| boolean          | <a href="#">getEnabled(), on page 689</a>                                                                                                                                                                     |
| java.lang.String | <a href="#">getName(), on page 689</a>                                                                                                                                                                        |
| static void      | <a href="#">main(String[]), on page 689</a>                                                                                                                                                                   |
| void             | <a href="#">send(String), on page 689</a><br>send the Alarm to the alarm service                                                                                                                              |
| void             | <a href="#">setEnabled(boolean), on page 689</a><br>Applications can dynamically enable or disable the AlarmWriter                                                                                            |

### Inherited member summary

Methods inherited from class `Object`

`clone()`, `equals(Object)`, `finalize()`, `getClass()`, `hashCode()`, `notify()`, `notifyAll()`, `toString()`, `wait()`, `wait()`, `wait()`

## Constructors

### DefaultAlarmWriter(int, String)

```
public DefaultAlarmWriter(int port,
 java.lang.String alarmServiceName) throws UnknownHostException
```

Constructor for the DefaultAlarmWriter which takes the AlarmService hostname, port and a queue size of fifty (50). The AlarmService is listening on this port for Alarm messages.

Parameters:

port: port on which the alarm service is listening

alarmServiceName: The host name of the machine with the Alarm service

Throws:

java.net.UnknownHostException

### **DefaultAlarmWriter(int, String, int)**

```
public DefaultAlarmWriter(int port,
 java.lang.String alarmServiceName,
 int queueSize) throws UnknownHostException
```

Constructor for the DefaultAlarmWriter which takes the AlarmService hostname, port and queue size. The AlarmService is listening on this port for Alarm messages.

Parameters:

port—port on which the alarm service is listening

alarmServiceName—The host name of the machine with the Alarm service

queueSize - the size of the queue to be maintained in the alarm writer

Throws:

java.net.UnknownHostException

### **DefaultAlarmWriter(int, String, int, ConditionalTrace, UnconditionalTrace)**

```
public DefaultAlarmWriter(int port,
 java.lang.String alarmServiceName,
 int queueSize,
 com.cisco.services.tracing.ConditionalTrace debugTrace_,
 com.cisco.services.tracing.UnconditionalTrace errorTrace_) throws UnknownHostException
```

Constructor for the DefaultAlarmWriter which takes the AlarmService hostname, port and queue size. The AlarmService is listening on this port for Alarm messages.

Parameters:

port—port on which the alarm service is listening

alarmServiceName—The host name of the machine with the Alarm service

queueSize - the size of the queue to be maintained in the alarm writer

Throws:

java.net.UnknownHostException

## Methods

### **close()**

```
public void close()
```

Shutdown the send thread and close the socket

Specified By:

close in interface [AlarmWriter](#), on page 682

**getDescription()**

```
public java.lang.String getDescription()
```

Specified By:

getDescription in interface [AlarmWriter](#), on page 682

Returns:

a short description of the AlarmWriter

**getEnabled()**

```
public boolean getEnabled()
```

Specified By:

getEnabled in interface [AlarmWriter](#), on page 682

Returns:

the enabled state of the AlarmWriter

**getName()**

```
public java.lang.String getName()
```

Specified By:

getName in interface [AlarmWriter](#), on page 682

Returns:

the name of the AlarmWriter

**main(String[])**

```
public static void main(java.lang.String[] args)
```

**send(String)**

```
public void send(java.lang.String alarmMessage)
```

send the Alarm to the alarm service

Specified By:

send in interface [AlarmWriter](#), on page 682

**setEnabled(boolean)**

```
public void setEnabled(boolean enable)
```

Applications can dynamically enable or disable the AlarmWriter

Specified By:

setEnabled in interface [AlarmWriter](#), on page 682

# ParameterList

ParameterList is a list of name value pairs that is used to send additional (and optional) user defined parameters to the AlarmService. These parameters can contain the specifics of an Alarm.

As an example, a LowResourceAlarm can have a parameter that informs the service which particular resource is low:

name = "CPUUsage"

value = "0.9"

These parameters are user definable but must, however, also be pre-defined in the AlarmService catalog.

## Declaration

```
public class ParameterList
 java.lang.Object
 |
 +--com.cisco.services.alarm.ParameterList
```

## Member Summary

| Member summary                                                 |                                                                                                                                      |
|----------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
| Constructors                                                   |                                                                                                                                      |
|                                                                | <a href="#">ParameterList(), on page 691</a><br>Default constructor for the ParameterList                                            |
|                                                                | <a href="#">ParameterList(String, String), on page 691</a><br>Constructor that takes a name value pair.                              |
| Methods                                                        |                                                                                                                                      |
| void <a href="#">addParameter(String, String), on page 691</a> | <a href="#">addParameter(String, String), on page 691</a><br>method used to add additional name value pairs (parameters) to the list |
| java.lang.String[]                                             | <a href="#">getParameterNames(), on page 691</a><br>Get the parameter names in the list                                              |
| java.lang.String                                               | <a href="#">getParameterValue(String), on page 691</a><br>get the value for a parameter                                              |
| void                                                           | <a href="#">removeAllParameters(), on page 692</a><br>remove all the parameters in the list                                          |

| Member summary   |                                                                                                             |
|------------------|-------------------------------------------------------------------------------------------------------------|
| void             | <a href="#">removeParameter(String)</a> , on page 692<br>remove a particular parameter if it is in the list |
| java.lang.String | <a href="#">toString()</a> , on page 692                                                                    |

| Inherited member summary                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods inherited from class <code>Object</code>                                                                                                                                                                                                      |
| <code>clone()</code> , <code>equals(Object)</code> , <code>finalize()</code> , <code>getClass()</code> , <code>hashCode()</code> , <code>notify()</code> , <code>notifyAll()</code> , <code>wait()</code> , <code>wait()</code> , <code>wait()</code> |

## Constructors

### ParameterList()

```
public ParameterList()
```

Default constructor for the ParameterList

### ParameterList(String, String)

```
public ParameterList(java.lang.String name,
java.lang.String value)
```

Constructor that takes a name value pair.

## Methods

### addParameter(String, String)

```
public void addParameter(java.lang.String name,
java.lang.String value)
```

method used to add additional name value pairs (parameters) to the list

### getParameterNames()

```
public java.lang.String[] getParameterNames()
```

Get the parameter names in the list

Returns:

array of parameters

### getParameterValue(String)

```
public java.lang.String getParameterValue(java.lang.String parameterName)
```

get the value for a parameter

Returns:

value of a parameter

### **removeAllParameters()**

```
public void removeAllParameters()
```

remove all the parameters in the list

### **removeParameter(String)**

```
public void removeParameter(java.lang.String parameterName)
```

remove a particular parameter if it is in the list

### **toString()**

```
public java.lang.String toString()
```

Overrides:

`toString` in class `Object`

## Alarm Interface Hierarchy

The following interface hierarchy is contained in the `com.cisco.services.alarm` package.

`com.cisco.services.alarm.Alarm`, on page 692

`com.cisco.services.alarm.AlarmWriter`, on page 697

## Alarm

The Alarm interface is used to define Alarms in. An Alarm has an XML representation that it must adhere to in order to be recognized by the Alarm Service, with a DTD as shown below. An application can implement this interface or use the AlarmFactory to generate Alarms of the correct format. The Alarm is the a specification that needs to be sent to an AlarmService that will take some action based on the Alarm. Using this specification the AlarmService will access definitions available in a catalog. This catalog is maintained by the user requiring the Alarm function to effect the appropriate action for the Alarm. The severity specified the Alarm can over-ride the severity associated with this Alarm in the catalog. If no severity is specified in the Alarm the catalog severity is used.

Alarm severities are derived from Syslog and are defined as follows:

- 0 = EMERGENCIES System unusable
- 1 = ALERTS Immediate action needed
- 2 = CRITICAL Critical conditions
- 3 = ERROR Error conditions
- 4 = WARNING Warning conditions
- 5 = NOTIFICATION Normal but significant condition



6 = INFORMATIONAL Informational messages only

7 = DEBUGGING Debugging messages

## Declaration

```
public interface Alarm
```

## All Known Implementing Classes

[DefaultAlarm](#), on page 684

## Member Summary

| Member summary |                                                                                                                                                                                                                                                                            |
|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fields         |                                                                                                                                                                                                                                                                            |
| static int     | <p><a href="#">ALERTS</a>, on page 695</p> <p>The application will continue working on the tasks but all functions may not be operational (one or more devices in the list are not accessible but others in the list can be accessed)</p> <p>Syslog severity level = 1</p> |
| static int     | <p><a href="#">CRITICAL</a>, on page 695</p> <p>A critical failure, the application cannot accomplish the tasks required due to this failure, for example, the application cannot open the database to read the device list</p> <p>Syslog severity level = 2</p>           |
| static int     | <p><a href="#">DEBUGGING</a>, on page 695</p> <p>Very detailed information regarding errors or processing status that is only generated when DEBUG mode has been enabled</p> <p>Syslog severity level = 7</p>                                                              |
| static int     | <p><a href="#">EMERGENCIES</a>, on page 695</p> <p>Emergency situation, a system shutdown is necessary</p> <p>Syslog severity level = 0</p>                                                                                                                                |
| static int     | <p><a href="#">ERROR</a>, on page 695</p> <p>An error condition of some kind has occurred and the user needs to understand the nature of that failure</p> <p>Syslog severity level = 3</p>                                                                                 |

| <b>Member summary</b>   |                                                                                                                                                                              |
|-------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| static int              | <a href="#">HIGHEST_LEVEL, on page 695</a><br>The highest trace level, currently this is DEBUGGING with a trace level of 7                                                   |
| static int              | <a href="#">INFORMATIONAL, on page 696</a><br>Information of some form not relating to errors, warnings, audit, or debug<br>Syslog severity level = 6                        |
| static int              | <a href="#">LOWEST_LEVEL, on page 696</a><br>The lowest trace level, currently this is EMERGENCIES with a trace level of 0                                                   |
| static int              | <a href="#">NO_SEVERITY, on page 696</a><br>Applications can set this level to generate Alarms without a severity.                                                           |
| static int              | <a href="#">NOTIFICATION, on page 696</a><br>Notification denotes a normal but significant condition<br>Syslog severity level = 5                                            |
| static java.lang.String | <a href="#">UNKNOWN_MNEMONIC, on page 696</a><br>String used when a mnemonic is not specified during an Alarm send                                                           |
| static int              | <a href="#">WARNING, on page 696</a><br>Warning that a problem of some form exists but is not keeping the application from completing its tasks<br>Syslog severity level = 4 |
| <b>Methods</b>          |                                                                                                                                                                              |
| java.lang.String        | <a href="#">getFacility(), on page 696</a>                                                                                                                                   |
| int                     | <a href="#">getSeverity(), on page 696</a>                                                                                                                                   |
| java.lang.String        | <a href="#">getSubFacility(), on page 697</a>                                                                                                                                |
| void                    | <a href="#">send(String), on page 697</a><br>send the Alarm with the specified mnemonic.                                                                                     |
| void                    | <a href="#">send(String, ParameterList), on page 697</a><br>send an Alarm with the specified mnemonic and supplied parameter list                                            |

| Member summary |                                                                                                                               |
|----------------|-------------------------------------------------------------------------------------------------------------------------------|
| void           | <a href="#">send(String, String, String), on page 697</a><br>send an Alarm with the specified mnemonic and with one parameter |

## Fields

### ALERTS

```
public static final int ALERTS
```

The application will continue working on the tasks but all functions may not be operational (one or more devices in the list are not accessible but others in the list can be accessed)

Syslog severity level = 1

### CRITICAL

```
public static final int CRITICAL
```

A critical failure, the application cannot accomplish the tasks required due to this failure, for example, the application cannot open the database to read the device list

Syslog severity level = 2

### DEBUGGING

```
public static final int DEBUGGING
```

Very detailed information regarding errors or processing status that is only generated when DEBUG mode has been enabled (Syslog severity level = 7).

### EMERGENCIES

```
public static final int EMERGENCIES
```

Emergency situation, a system shutdown is necessary

Syslog severity level = 0

### ERROR

```
public static final int ERROR
```

An error condition of some kind has occurred and the user needs to understand the nature of that failure

Syslog severity level = 3

### HIGHEST\_LEVEL

```
public static final int HIGHEST_LEVEL
```

The highest trace level, currently this is DEBUGGING with a trace level of 7

**INFORMATIONAL**

```
public static final int INFORMATIONAL
```

Information of some form not relating to errors, warnings, audit, or debug

Syslog severity level = 6

**LOWEST\_LEVEL**

```
public static final int LOWEST_LEVEL
```

The lowest trace level, currently this is EMERGENCIES with a trace level of 0

**NO\_SEVERITY**

```
public static final int NO_SEVERITY
```

Applications can set this level to generate Alarms without a severity. NOTE: This is only intended for cases where an application wants the AlarmService to use the severity associated with the Alarm in the catalog

**NOTIFICATION**

```
public static final int NOTIFICATION
```

Notification denotes a normal but significant condition (Syslog severity level = 5).

**UNKNOWN\_MNEMONIC**

```
public static final java.lang.String UNKNOWN_MNEMONIC
```

String used when a mnemonic is not specified during an Alarm send

**WARNING**

```
public static final int WARNING
```

Warning that a problem of some form exists but is not keeping the application from completing its tasks (Syslog severity level = 4).

## Methods

**getFacility()**

```
public java.lang.String getFacility()
```

Returns:

the facility name of this Alarm

**getSeverity()**

```
public int getSeverity()
```

Returns:

severity of the alarm, an integer in the range [0-7]

**getSubFacility()**

```
public java.lang.String getSubFacility()
```

Returns:

the subfacility of this Alarm

**send(String)**

```
public void send(java.lang.String mnemonic)
```

send the Alarm with the specified mnemonic. If a null or empty String is passed a mnemonic UNK is sent

**send(String, ParameterList)**

```
public void send(java.lang.String mnemonic,
 com.cisco.services.alarm.ParameterList parameterList)
```

send an Alarm with the specified mnemonic and supplied parameter list

**send(String, String, String)**

```
public void send(java.lang.String mnemonic,
 java.lang.String parameterName,
 java.lang.String parameterValue)
```

send an Alarm with the specified mnemonic and with one parameter.

## AlarmWriter

An AlarmWriter receives alarm messages and transmits it to the receiving AlarmService on a TCP link. This interface can be used to implement other AlarmWriters to be used with this implementation of com.cisco.service.alarm.A DefaultAlarmWriter is provided with this implementation and can be obtained from the AlarmManager.

## Declaration

```
public interface AlarmWriter
```

## All Known Implementing Classes

[DefaultAlarmWriter](#), on page 686

## Member Summary

| Member summary |                                                                |
|----------------|----------------------------------------------------------------|
| Methods        |                                                                |
| void           | <a href="#">close()</a> , on page 683<br>close the AlarmWriter |

| Member summary   |                                                                                              |
|------------------|----------------------------------------------------------------------------------------------|
| java.lang.String | <a href="#">getDescription(), on page 683</a>                                                |
| boolean          | <a href="#">getEnabled(), on page 683</a>                                                    |
| java.lang.String | <a href="#">getName(), on page 683</a>                                                       |
| void             | <a href="#">send(String), on page 683</a><br>Send out the alarm message to the AlarmService. |
| void             | <a href="#">setEnabled(boolean), on page 684</a><br>Enable or disable the AlarmWriter        |

## Methods

### close()

```
public void close()
```

close the AlarmWriter

### getDescription()

```
public java.lang.String getDescription()
```

Returns:

the AlarmWriter description

### getEnabled()

```
public boolean getEnabled()
```

Returns:

the current enabled or disabled state of the AlarmWriter

### getName()

```
public java.lang.String getName()
```

Returns:

the AlarmWriter name

### send(String)

```
public void send(java.lang.String alarmMessage)
```

Send out the alarm message to the AlarmService.

Parameters:

the Alarm to be sent

**setEnabled(boolean)**

```
public void setEnabled(boolean enable)
```

Enable or disable the AlarmWriter

Parameters:

enable or disable the AlarmWriter

## Services Tracing Class Hierarchy

The following class hierarchy is contained in the com.cisco.services.tracing package.

```
java.lang.Object
 com.cisco.services.tracing.BaseTraceWriter, on page 699 (implements
 com.cisco.services.tracing.TraceWriter)
 com.cisco.services.tracing.ConsoleTraceWriter, on page 703
 com.cisco.services.tracing.LogFileTraceWriter, on page 705
 com.cisco.services.tracing.OutputStreamTraceWriter, on page 711
 com.cisco.services.tracing.SyslogTraceWriter, on page 714
 com.cisco.services.tracing.TraceManagerFactory, on page 716
```

## BaseTraceWriter

This abstract class is useful for supplying a default, non-printing TraceWriter to a TraceWriterManager. This class must be extended to provide the functionality to trace to different streams. The doPrintln() method must be implemented by the extending class.

## Declaration

```
public abstract class BaseTraceWriter implements TraceWriter, on page 732
{
 java.lang.Object
 |
 +-- com.cisco.services.tracing.BaseTraceWriter
}
```

## All Implemented Interfaces

[TraceWriter](#), on page 732

## Direct Known Subclasses

[ConsoleTraceWriter](#), on page 703, [LogFileTraceWriter](#), on page 705, [OutputStreamTraceWriter](#), on page 711, [SyslogTraceWriter](#), on page 714

## Member Summary

| Member summary          |                                                                                                                                                                                                                                 |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Constructors            |                                                                                                                                                                                                                                 |
| protected               | <a href="#">BaseTraceWriter(int[], String, String), on page 701</a><br>BaseTraceWriter with trace levels as passed in traceLevels in the array falling outside the range Trace.LOWEST_LEVEL and Trace.HIGHEST_LEVEL are ignored |
| protected               | <a href="#">BaseTraceWriter(int, String, String), on page 701</a><br>BaseTraceWriter that traces all levels up to the maxTraceLevel<br>The trace level is maintained in the range [Trace.HIGHEST_LEVEL, Trace.LOWEST_LEVEL ]    |
| protected               | <a href="#">BaseTraceWriter(String, String), on page 701</a><br>BaseTraceWriter which only traces the lowest level i.e. severity level, Trace.LOWEST_LEVEL messages                                                             |
| Methods                 |                                                                                                                                                                                                                                 |
| void                    | <a href="#">close(), on page 701</a>                                                                                                                                                                                            |
| protected void          | <a href="#">doClose(), on page 702</a>                                                                                                                                                                                          |
| protected void          | <a href="#">doFlush(), on page 702</a>                                                                                                                                                                                          |
| protected abstract void | <a href="#">doPrintln(String, int), on page 702</a><br>Must be implemented by the various TraceWriters extending BaseTraceWriter to provide the specific tracing functionality                                                  |
| void                    | <a href="#">flush(), on page 702</a>                                                                                                                                                                                            |
| java.lang.String        | <a href="#">getDescription(), on page 702</a>                                                                                                                                                                                   |
| boolean                 | <a href="#">getEnabled(), on page 702</a>                                                                                                                                                                                       |
| java.lang.String        | <a href="#">getName(), on page 702</a>                                                                                                                                                                                          |
| int[]                   | <a href="#">getTraceLevels(), on page 702</a>                                                                                                                                                                                   |
| void                    | <a href="#">println(String, int), on page 703</a>                                                                                                                                                                               |
| void                    | <a href="#">setTraceLevels(int[]), on page 703</a>                                                                                                                                                                              |
| java.lang.String        | <a href="#">toString(), on page 703</a>                                                                                                                                                                                         |

| Inherited member summary                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods inherited from class <code>Object</code>                                                                                                                                                                                                      |
| <code>clone()</code> , <code>equals(Object)</code> , <code>finalize()</code> , <code>getClass()</code> , <code>hashCode()</code> , <code>notify()</code> , <code>notifyAll()</code> , <code>wait()</code> , <code>wait()</code> , <code>wait()</code> |



## Constructors

### **BaseTraceWriter(int[], String, String)**

```
protected BaseTraceWriter(int[] traceLevels,
 java.lang.String name,
 java.lang.String description)
```

BaseTraceWriter with trace levels as passed in traceLevels in the array falling outside the range Trace.LOWEST\_LEVEL and Trace.HIGHEST\_LEVEL are ignored

Parameters:

traceLevels - array of trace levels

#### **See Also:**

[Trace, on page 718](#)

### **BaseTraceWriter(int, String, String)**

```
protected BaseTraceWriter(int maxTraceLevel,
 java.lang.String name,
 java.lang.String description)
```

BaseTraceWriter that traces all levels up to the maxTraceLevel The trace level is maintained in the range [Trace.HIGHEST\_LEVEL, Trace.LOWEST\_LEVEL]

#### **See Also:**

[Trace, on page 718](#)

### **BaseTraceWriter(String, String)**

```
protected BaseTraceWriter(java.lang.String name,
 java.lang.String description)
```

BaseTraceWriter which only traces the lowest level i.e. severity level, Trace.LOWEST\_LEVEL messages

#### **See Also:**

[Trace, on page 718](#)

## Methods

### **close()**

```
public final void close()
```

Description copied from interface:

com.cisco.services.tracing.TraceWriter

Releases any resources associated by this TraceWriter.

Specified By:

close in interface [TraceWriter, on page 732](#)

**doClose()**

```
protected void doClose()
```

**doFlush()**

```
protected void doFlush()
```

**doPrintln(String, int)**

```
protected abstract void doPrintln(java.lang.String message,
 int messageNumber)
```

Must be implemented by the various TraceWriters extending BaseTraceWriter to provide the specific tracing functionality

**flush()**

```
public final void flush()
```

**Description copied from interface:** com.cisco.services.tracing.TraceWriter

Forces output of any messages that have been printed using the `println` method

Specified By:

`flush` in interface [TraceWriter](#), on page 732

**getDescription()**

```
public final java.lang.String getDescription()
```

Specified By:

`getDescription` in interface [TraceWriter](#), on page 732

**getEnabled()**

```
public boolean getEnabled()
```

**Description copied from interface:** com.cisco.services.tracing.TraceWriter

Returns whether the `println` method will print anything or not. A closed TraceWriter will always return `false` from this method.

Specified By:

`getEnabled` in interface [TraceWriter](#), on page 732

**getName()**

```
public final java.lang.String getName()
```

Specified By:

`getName` in interface [TraceWriter](#), on page 732

**getTraceLevels()**

```
public final int[] getTraceLevels()
```

Specified By:

`getTraceLevels` in interface [TraceWriter](#), on page 732

### **println(String, int)**

```
public final void println(java.lang.String message,
 int severity)
```

**Description copied from interface:** `com.cisco.services.tracing.TraceWriter`

Prints the specified string followed by a carriage return The concrete TraceWriter class will use the severity to block out messages from a particular stream. Each trace writer has a notion of the highest level trace it traces.

Specified By:

`println` in interface [TraceWriter](#), on page 732

### **setTraceLevels(int[])**

```
public final void setTraceLevels(int[] levels)
```

**Description copied from interface:** `com.cisco.services.tracing.TraceWriter`

set the trace levels that will be traced by this TraceWriter

Specified By:

`setTraceLevels` in interface [TraceWriter](#), on page 732

### **toString()**

```
public final java.lang.String toString()
```

Overrides:

`toString` in class `Object`

## ConsoleTraceWriter

Supplies a console TraceWriter to trace to System.out.

**See Also:**

[Trace](#), on page 718

## Declaration

```
public final class ConsoleTraceWriter extends BaseTraceWriter
java.lang.Object
|
|--com.cisco.services.tracing.BaseTraceWriter
|
| |--com.cisco.services.tracing.ConsoleTraceWriter
```

# All Implemented Interfaces

[TraceWriter](#), on page 732

## Member Summary

| Member summary |                                                                                                                                                                                          |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Constructors   |                                                                                                                                                                                          |
|                | <a href="#">ConsoleTraceWriter()</a> , on page 704<br>Default constructor, traces all severity levels                                                                                    |
|                | <a href="#">ConsoleTraceWriter(int)</a> , on page 705<br>Constructor that sets the maximum level to be traced.                                                                           |
|                | <a href="#">ConsoleTraceWriter(int[])</a> , on page 705<br>Construct a ConsoleTraceWriter with an array of trace levels Only traces with the severity in the tracelevel array are traced |
| Methods        |                                                                                                                                                                                          |
| protected void | <a href="#">doFlush()</a> , on page 705                                                                                                                                                  |
| protected void | <a href="#">doPrintln(String, int)</a> , on page 705                                                                                                                                     |
| static void    | <a href="#">main(String[])</a> , on page 705                                                                                                                                             |

| Inherited member summary                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Methods inherited from class <a href="#">BaseTraceWriter</a> , on page 699                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <a href="#">close()</a> , on page 701, <a href="#">doClose()</a> , on page 702, <a href="#">flush()</a> , on page 702, <a href="#">getDescription()</a> , on page 702, <a href="#">getEnabled()</a> , on page 702, <a href="#">getName()</a> , on page 702, <a href="#">getTraceLevels()</a> , on page 702, <a href="#">println(String, int)</a> , on page 703, <a href="#">setTraceLevels(int[])</a> , on page 703, <a href="#">toString()</a> , on page 703 |  |
| Methods inherited from class <code>Object</code>                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| <a href="#">clone()</a> , <a href="#">equals(Object)</a> , <a href="#">finalize()</a> , <a href="#">getClass()</a> , <a href="#">hashCode()</a> , <a href="#">notify()</a> , <a href="#">notifyAll()</a> , <a href="#">wait()</a> , <a href="#">wait()</a> , <a href="#">wait()</a>                                                                                                                                                                           |  |

## Constructors

### **ConsoleTraceWriter()**

```
public ConsoleTraceWriter()
```

Default constructor, traces all severity levels

**ConsoleTraceWriter(int)**

```
public ConsoleTraceWriter(int maxTraceLevel)
```

Constructor that sets the maximum level to be traced.

**See Also:**

[Trace, on page 718](#)

**ConsoleTraceWriter(int[])**

```
public ConsoleTraceWriter(int[] traceLevels)
```

Construct a ConsoleTraceWriter with an array of trace levels Only traces with the severity in the tracelevel array are traced

Parameters:

int - [] traceLevels

**See Also:**

[Trace, on page 718](#)

## Methods

**doFlush()**

```
protected final void doFlush()
```

Overrides:

doFlush in class [BaseTraceWriter, on page 699](#)

**doPrintln(String, int)**

```
protected final void doPrintln(java.lang.String message,
 int messageNumber)
```

**Description copied from class:** com.cisco.services.tracing.BaseTraceWriter

Must be implemented by the various TraceWriters extending BaseTraceWriter to provide the specific tracing functionality

Overrides:

doPrintln in class [BaseTraceWriter, on page 699](#)

**main(String[])**

```
public static void main(java.lang.String[] args)
```

## LogFileTraceWriter

This class extends the BaseTraceWriter class to implement a TraceWriter that writes to a set of log files, rotating among them as each becomes filled to a specified capacity and stores them in a specified directory.

Each of the log files is named according to a pattern controlled by three properties, CurrentFile, FileNameBase, and FileExtension. The CurrentFile property determines which log file, by ordinal number, is being written at present, the FileNameBase property determines the prefix of each log file name, and the FileExtension property determines the suffix, e.g. “txt”. From these properties, log files are named **FileNameBase LeadingZeroPadding CurrentFile.FileExtension**. The CurrentFile property takes on a value from 1 to the value of the MaxFiles property. Note that the CurrentFile property, when converted to a String, is padded with leading zeroes depending on the values of the MaxFiles and CurrentFile properties. An index file tracks the index of the last file written. If the logFileWriter is recreated (for example if an application is restarted) new files will continue from the last written index.

Where the log files are stored is determined by the path, dirNameBase, useSameDir. If a path is not specified, the current path is used as default. If a dirNameBase is not specified, it write log files in the path. Depending upon whether useSameDir is true or false, files are written to the same directory or a new directory, each time an instance of LogFileTraceWriter is created. In case new directories are being made each time, the directory name will consist of the dirNameBase and a number, separated by an ‘\_’. The number is one more than the greatest number associated with directories with the same dirNameBase in the path. While specifying the path, you may use either a “/” or “\”, but not “\”

The LogFileTraceWriter keeps track of how many bytes have been written to the current log file. When that number grows within approximately LogFileTraceWriter.ROLLOVER\_THRESHOLD bytes, tracing continues to the next file, which is either CurrentFile + 1 if CurrentFile is not equal to MaxFiles, or 1 if CurrentFile is equal to MaxFiles.




---

**Note** All properties of this class are specified in the constructor; there is no way to change them dynamically. **Caveat:** If two instances of LogFileTraceWriter are created with the same path and dirNameBase, and useSameDir is true, they may write to the same file.

---

### Example

The following code instantiates a LogFileTraceWriter that will create log files called “MyLog01.log” through “MyLog12.log”. Each file will grow to approximately 100K bytes in size before the next file is created:

```
LogFileTraceWriter out = new LogFileTraceWriter (“MyLog”, “log”, 12, 100 * 1024);
```

will create a log file TraceWriter which will rotate traces to 12 files from Mylog01.log and Mylog12.log with a file size of 100 KBytes. By default the tracing is set to the HIGHEST\_LEVEL.

The following code constructs a LogFileTraceWriter which stores the log files in the path “c:/LogFiles” in a sub directory, “Run”. The files will be named MyLogXX.log. The number of rotating files will be 12 with a size of 100 KB. The same directory gets used for each instance of the application.

```
LogFileTraceWriter out = new LogFileTraceWriter (“c:/logFiles”, “Run”, “MyLog”, “log”, 12, 100*1024, true);
```

### See Also

[Trace, on page 718](#)

## Declaration

```
public final class LogFileTraceWriter extends BaseTraceWriter, on page 699
java.lang.Object
|
+--com.cisco.services.tracing.BaseTraceWriter
|
+--com.cisco.services.tracing.LogFileTraceWriter
```

## All Implemented Interfaces

[TraceWriter, on page 732](#)

## Member Summary

| Member summary          |                                                                                                                                                                                                                                   |
|-------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fields                  |                                                                                                                                                                                                                                   |
| static java.lang.String | <a href="#">DEFAULT_FILE_NAME_BASE, on page 708</a>                                                                                                                                                                               |
| static java.lang.String | <a href="#">DEFAULT_FILE_NAME_EXTENSION, on page 709</a>                                                                                                                                                                          |
| static char             | <a href="#">DIR_BASE_NAME_NUM_SEPERATOR, on page 709</a>                                                                                                                                                                          |
| static int              | <a href="#">MIN_FILE_SIZE, on page 709</a>                                                                                                                                                                                        |
| static int              | <a href="#">MIN_FILES, on page 709</a>                                                                                                                                                                                            |
| static int              | <a href="#">ROLLOVER_THRESHOLD, on page 709</a>                                                                                                                                                                                   |
| Constructors            |                                                                                                                                                                                                                                   |
|                         | <a href="#">LogFileTraceWriter(String, String, int, int), on page 709</a><br>Default constructor for LogFileTraceWriter that rotates among an arbitrary number of files with tracing for all levels.                              |
|                         | <a href="#">LogFileTraceWriter(String, String, String, String, int, int, boolean), on page 709</a><br>Default constructor for LogFileTraceWriter that rotates among an arbitrary number of files with tracing for all levels.     |
|                         | <a href="#">LogFileTraceWriter(String, String, String, String, int, int, int, boolean), on page 709</a><br>Constructs a LogFileTraceWriter that rotates among an arbitrary number of files storing them in a specified directory. |
| Methods                 |                                                                                                                                                                                                                                   |
| protected void          | <a href="#">doClose(), on page 710</a><br>Closes this OutputStream.                                                                                                                                                               |

| <b>Member summary</b> |                                                                                                                                                                                                                |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| protected void        | <a href="#">doFlush()</a> , on page 710                                                                                                                                                                        |
| protected void        | <a href="#">doPrintln(String, int)</a> , on page 710                                                                                                                                                           |
| int                   | <a href="#">getCurrentFile()</a> , on page 710<br>Returns the CurrentFile property                                                                                                                             |
| java.lang.String      | <a href="#">getFileExtension()</a> , on page 710<br>Returns the FileExtension property                                                                                                                         |
| java.lang.String      | <a href="#">getFileNameBase()</a> , on page 711<br>Returns the FileNameBase property                                                                                                                           |
| java.lang.String      | <a href="#">getHeader()</a> , on page 711<br>Get the header string that will be written at the beginning of each log file.                                                                                     |
| int                   | <a href="#">getMaxFiles()</a> , on page 711<br>Returns the MaxFiles property                                                                                                                                   |
| int                   | <a href="#">getMaxFileSize()</a> , on page 711<br>Returns the MaxFileSize property                                                                                                                             |
| void                  | <a href="#">setHeader(String)</a> , on page 711<br>Set the constant header string that will be written at the beginning of every file, trace writing continues from the next line after the header is written. |

| <b>Inherited member summary</b>                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods inherited from class <a href="#">BaseTraceWriter</a> , on page 699                                                                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">close()</a> , on page 701, <a href="#">doClose()</a> , on page 702, <a href="#">flush()</a> , on page 702, <a href="#">getDescription()</a> , on page 702, <a href="#">getEnabled()</a> , on page 702, <a href="#">getName()</a> , on page 702, <a href="#">getTraceLevels()</a> , on page 702, <a href="#">println(String, int)</a> , on page 703, <a href="#">setTraceLevels(int[])</a> , on page 703, <a href="#">toString()</a> , on page 703 |
| Methods inherited from class <code>Object</code>                                                                                                                                                                                                                                                                                                                                                                                                              |
| <a href="#">clone()</a> , <a href="#">equals(Object)</a> , <a href="#">finalize()</a> , <a href="#">getClass()</a> , <a href="#">hashCode()</a> , <a href="#">notify()</a> , <a href="#">notifyAll()</a> , <a href="#">wait()</a> , <a href="#">wait()</a> , <a href="#">wait()</a>                                                                                                                                                                           |

## Fields

### **DEFAULT\_FILE\_NAME\_BASE**

```
public static final java.lang.String DEFAULT_FILE_NAME_BASE
```



**DEFAULT\_FILE\_NAME\_EXTENSION**

```
public static final java.lang.String DEFAULT_FILE_NAME_EXTENSION
```

**DIR\_BASE\_NAME\_NUM\_SEPERATOR**

```
public static final char DIR_BASE_NAME_NUM_SEPERATOR
```

**MIN\_FILE\_SIZE**

```
public static final int MIN_FILE_SIZE
```

**MIN\_FILES**

```
public static final int MIN_FILES
```

**ROLLOVER\_THRESHOLD**

```
public static final int ROLLOVER_THRESHOLD
```

## Constructors

**LogFileTraceWriter(String, String, int, int)**

```
public LogFileTraceWriter(java.lang.String fileNameBase,
 java.lang.String fileNameExtension,
 int maxFiles,
 int maxFileSize) throws IOException
```

Default constructor for LogFileTraceWriter that rotates among an arbitrary number of files with tracing for all levels. Since a path and Directory Base name is not specified, it writes the files to the current directory without any sub directories.

Throws:

java.io.IOException

**LogFileTraceWriter(String, String, String, String, int, int, boolean)**

```
public LogFileTraceWriter(java.lang.String path,
 java.lang.String dirNameBase,
 java.lang.String fileNameBase,
 java.lang.String fileNameExtension,
 int maxFiles,
 int maxFileSize,
 boolean useSameDir) throws IOException
```

Default constructor for LogFileTraceWriter that rotates among an arbitrary number of files with tracing for all levels.

Throws:

java.io.IOException

**LogFileTraceWriter(String, String, String, String, int, int, int, boolean)**

```
public LogFileTraceWriter(java.lang.String path,
 java.lang.String dirNameBase,
 java.lang.String fileNameBase,
```

```

 java.lang.String fileNameExtension,
 int maxFiles,
 int maxFileSize,
 int maxTraceLevel,
 boolean useSameDir) throws IOException

```

Constructs a `LogFileTraceWriter` that rotates among an arbitrary number of files storing them in a specified directory.

Throws:

`java.io.IOException`

## Methods

### **doClose()**

```
protected void doClose()
```

Closes this `OutputStream`. Any log file that is currently open will be closed as well.

Overrides:

`doClose` in class [BaseTraceWriter](#), on page 699

### **doFlush()**

```
protected void doFlush()
```

Overrides:

`doFlush` in class [BaseTraceWriter](#), on page 699

### **doPrintln(String, int)**

```
protected void doPrintln(java.lang.String message,
 int messageNumber)
```

**Description copied from class:** `com.cisco.services.tracing.BaseTraceWriter`

Must be implemented by the various `TraceWriters` extending `BaseTraceWriter` to provide the specific tracing functionality

Overrides:

`doPrintln` in class [BaseTraceWriter](#), on page 699

### **getCurrentFile()**

```
public int getCurrentFile()
```

Returns:

the `CurrentFile` property

### **getFileExtension()**

```
public java.lang.String getFileExtension()
```

Returns:

the `FileExtension` property

**getFileNameBase()**

```
public java.lang.String getFileNameBase()
```

Returns:

the FileNameBase property

**getHeader()**

```
public java.lang.String getHeader()
```

Get the header string that will be written at the beginning of each log file.

Returns:

the Header Property

**getMaxFiles()**

```
public int getMaxFiles()
```

Returns:

the MaxFiles property

**getMaxFileSize()**

```
public int getMaxFileSize()
```

Returns:

the MaxFileSize property

**setHeader(String)**

```
public void setHeader(java.lang.String header)
```

Set the constant header string that will be written at the beginning of every file, trace writing continues from the next line after the header is written. If `setHeader` is called after a file output has started, it will take effect from the next file to be written.

Usage:

```
tm = TraceManagerFactory.registerModule(this);
tw = new LogFileTraceWriter ("trace", "log", 10, 1024*1024);
tw.setHeader (header);
tm.getTraceWriterManager ().addTraceWriter (tw);
```

## OutputStreamTraceWriter

OutputStreamTraceWriter wraps an output stream in a TraceWriter. This simplifies adding custom tracing classes that can co-exist with other TraceWriters.

## Declaration

```
public final class OutputStreamTraceWriter extends BaseTraceWriter, on page 699
 java.lang.Object
 |
 |--com.cisco.services.tracing.BaseTraceWriter
 |
 +--com.cisco.services.tracing.OutputStreamTraceWriter
```

## All Implemented Interfaces

[TraceWriter](#), on page 732

## Member Summary

| Member summary       |                                                                                                                        |
|----------------------|------------------------------------------------------------------------------------------------------------------------|
| Constructors         |                                                                                                                        |
|                      | <a href="#">OutputStreamTraceWriter(int, OutputStream)</a> , on page 713<br>Default constructor which is auto-flushing |
|                      | <a href="#">OutputStreamTraceWriter(int, OutputStream, boolean)</a> , on page 713<br>Create an OutputStreamTraceWriter |
| Methods              |                                                                                                                        |
| protected void       | <a href="#">doClose()</a> , on page 713                                                                                |
| protected void       | <a href="#">doFlush()</a> , on page 713                                                                                |
| protected void       | <a href="#">doPrintln(String, int)</a> , on page 713                                                                   |
| java.io.OutputStream | <a href="#">getOutputStream()</a> , on page 714                                                                        |

| Inherited member summary                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| Methods inherited from class <a href="#">BaseTraceWriter</a> , on page 699                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <a href="#">close()</a> , on page 701, <a href="#">doClose()</a> , on page 702, <a href="#">flush()</a> , on page 702, <a href="#">getDescription()</a> , on page 702, <a href="#">getEnabled()</a> , on page 702, <a href="#">getName()</a> , on page 702, <a href="#">getTraceLevels()</a> , on page 702, <a href="#">println(String, int)</a> , on page 703, <a href="#">setTraceLevels(int[])</a> , on page 703, <a href="#">toString()</a> , on page 703 |  |
| Methods inherited from class <code>Object</code>                                                                                                                                                                                                                                                                                                                                                                                                              |  |
| <a href="#">clone()</a> , <a href="#">equals(Object)</a> , <a href="#">finalize()</a> , <a href="#">getClass()</a> , <a href="#">hashCode()</a> , <a href="#">notify()</a> , <a href="#">notifyAll()</a> , <a href="#">wait()</a> , <a href="#">wait()</a> , <a href="#">wait()</a>                                                                                                                                                                           |  |

## Constructors

### **OutputStreamTraceWriter(int, OutputStream)**

```
public OutputStreamTraceWriter(int maxTraceLevel,
 java.io.OutputStream outputStream)
```

Default constructor which is auto-flushing

#### **See Also:**

[Trace, on page 718](#)

### **OutputStreamTraceWriter(int, OutputStream, boolean)**

```
public OutputStreamTraceWriter(int maxTraceLevel,
 java.io.OutputStream outputStream,
 boolean autoFlush)
```

Create an OutputStreamTraceWriter

#### **See Also:**

[Trace, on page 718](#)

## Methods

### **doClose()**

```
protected void doClose()
```

Overrides:

doClose in class [BaseTraceWriter, on page 699](#)

### **doFlush()**

```
protected void doFlush()
```

Overrides:

doFlush in class [BaseTraceWriter, on page 699](#)

### **doPrintln(String, int)**

```
protected void doPrintln(java.lang.String message, int messageNumber)
```

**Description copied from class:** com.cisco.services.tracing.BaseTraceWriter

Must be implemented by the various TraceWriters extending BaseTraceWriter to provide the specific tracing functionality

Overrides:

doPrintln in class [BaseTraceWriter, on page 699](#)

**getOutputStream()**

```
public java.io.OutputStream getOutputStream()
```

Returns:

the output stream associated with the TraceWriter

## SyslogTraceWriter

SyslogTraceWriter refines the BaseTraceWriter to allow tracing to syslog. Cisco syslog specification calls for sending low level traces to a syslog collector in the form of UDP messages. No buffering is done in this TraceWriter. The SyslogTraceWriter makes an exception to the println() method in that it places a '\0' instead of a System specified line separator to terminate the message packet.

## Declaration

```
public final class SyslogTraceWriter extends BaseTraceWriter, on page 699
 java.lang.Object
 |
 +--com.cisco.services.tracing.BaseTraceWriter
 |
 +--com.cisco.services.tracing.SyslogTraceWriter
```

## All Implemented Interfaces

[TraceWriter, on page 732](#)

## Member Summary

| Member summary |                                                                                                                                  |
|----------------|----------------------------------------------------------------------------------------------------------------------------------|
| Constructors   |                                                                                                                                  |
|                | <a href="#">SyslogTraceWriter(int, String), on page 715</a><br>Default SyslogTraceWriter with a max trace level of INFORMATIONAL |
|                | <a href="#">SyslogTraceWriter(int, String, int), on page 715</a><br>SyslogTraceWriter with max trace level specified             |
|                | <a href="#">SyslogTraceWriter(int, String, int[]), on page 715</a><br>SyslogTraceWriter which takes an array of trace levels.    |
| Methods        |                                                                                                                                  |
| void           | <a href="#">doClose(), on page 716</a><br>Closes the socket                                                                      |

| Member summary |                                                                                                                                                                                                                                 |
|----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| protected void | <a href="#">doPrintln(String, int)</a> , on page 716<br>The SyslogTraceWriter makes an exception to the println() method in that it places a '\0' instead of a System specified line separator to terminate the message packet. |
| static void    | <a href="#">main(String[])</a> , on page 716                                                                                                                                                                                    |

| Inherited member summary                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods inherited from class <a href="#">BaseTraceWriter</a> , on page 699                                                                                                                                                                                                                                                                                                                                                                                    |
| <a href="#">close()</a> , on page 701, <a href="#">doClose()</a> , on page 702, <a href="#">flush()</a> , on page 702, <a href="#">getDescription()</a> , on page 702, <a href="#">getEnabled()</a> , on page 702, <a href="#">getName()</a> , on page 702, <a href="#">getTraceLevels()</a> , on page 702, <a href="#">println(String, int)</a> , on page 703, <a href="#">setTraceLevels(int[])</a> , on page 703, <a href="#">toString()</a> , on page 703 |
| Methods inherited from class Object                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">clone()</a> , <a href="#">equals(Object)</a> , <a href="#">finalize()</a> , <a href="#">getClass()</a> , <a href="#">hashCode()</a> , <a href="#">notify()</a> , <a href="#">notifyAll()</a> , <a href="#">wait()</a> , <a href="#">wait()</a> , <a href="#">wait()</a>                                                                                                                                                                           |

## Constructors

### **SyslogTraceWriter(int, String)**

```
public SyslogTraceWriter(int port,
 java.lang.String collector)
```

Default SyslogTraceWriter with a max trace level of INFORMATIONAL

#### **See Also:**

[Trace](#), on page 718

### **SyslogTraceWriter(int, String, int)**

```
public SyslogTraceWriter(int port,
 java.lang.String collector,
 int maxTraceLevel)
```

SyslogTraceWriter with max trace level specified

#### **See Also:**

[Trace](#), on page 718

### **SyslogTraceWriter(int, String, int[])**

```
public SyslogTraceWriter(int port,
 java.lang.String collector,
 int[] traceLevels)
```

SyslogTraceWriter which takes an array of trace levels.

**See Also:**[Trace, on page 718](#)

## Methods

**doClose()**

```
public void doClose()
```

Closes the socket

Overrides:

doClose in class [BaseTraceWriter, on page 699](#)

**doPrintln(String, int)**

```
protected void doPrintln(java.lang.String message,
 int messageNumber)
```

The `SyslogTraceWriter` makes an exception to the `println()` method in that it places a `'\0'` instead of a System specified line separator to terminate the message packet. The portion of the message after a `'\r'` or `'\n'` is ignored

Overrides:

doPrintln in class [BaseTraceWriter, on page 699](#)

**main(String[])**

```
public static void main(java.lang.String[] args)
```

## TraceManagerFactory

The `TraceManagerFactory` class is a class by which applications obtain a `TraceManager` object. The `TraceModule` passed in the constructor is registered in a list. The list can be enumerated using the `getModules()` method.

## Declaration

```
public class TraceManagerFactory
 java.lang.Object
 |
 +--com.cisco.services.tracing.TraceManagerFactory
```

## Member Summary

|                       |
|-----------------------|
| <b>Member summary</b> |
| Methods               |



| Member summary               |                                                                                                                                          |
|------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|
| static java.util.Enumeration | <a href="#">getModules()</a> , on page 717<br>Returns an enumeration of the TraceModules registered with this factory.                   |
| static TraceManager          | <a href="#">registerModule(TraceModule)</a> , on page 717<br>Returns an instance of a TraceManager object.                               |
| static TraceManager          | <a href="#">registerModule(TraceModule, String[], TraceWriterManager)</a> , on page 717<br>Returns an instance of a TraceManager object. |
| static TraceManager          | <a href="#">registerModule(TraceModule, TraceWriterManager)</a> , on page 718<br>Returns an instance of a TraceManager object.           |

| Inherited member summary                                                                                               |
|------------------------------------------------------------------------------------------------------------------------|
| Methods inherited from class Object                                                                                    |
| clone(), equals(Object), finalize(), getClass(), hashCode(), notify(), notifyAll(), toString(), wait(), wait(), wait() |

## Methods

### getModules()

```
public static java.util.Enumeration getModules()
```

Returns an enumeration of the TraceModules registered with this factory.

### registerModule(TraceModule)

```
public static com.cisco.services.tracing.TraceManager
registerModule(com.cisco.services.tracing.TraceModule module)
```

Returns an instance of a TraceManager object. The contained TraceWriterManager will not have any default TraceWriters.

### registerModule(TraceModule, String[], TraceWriterManager)

```
public static com.cisco.services.tracing.TraceManager
registerModule(com.cisco.services.tracing.TraceModule module,
java.lang.String[] subFacilities,
com.cisco.services.tracing.TraceWriterManager traceWriterManager)
```

Returns an instance of a TraceManager object. Trace output will be redirected to the TraceWriterManager object specified.

**registerModule(TraceModule, TraceWriterManager)**

```
public static com.cisco.services.tracing.TraceManager
 registerModule(com.cisco.services.tracing.TraceModule module,
 com.cisco.services.tracing.TraceWriterManager traceWriterManager)
```

Returns an instance of a TraceManager object. Trace output will be redirected to the TraceWriterManager object specified.

## Services Tracing Interface Hierarchy

The following interface hierarchy is contained in the com.cisco.services.tracing package.

```
com.cisco.services.tracing.Trace, on page 718
 com.cisco.services.tracing.ConditionalTrace, on page 725
 com.cisco.services.tracing.UnconditionalTrace, on page 726

com.cisco.services.tracing.TraceManager, on page 727

com.cisco.services.tracing.TraceModule, on page 731

com.cisco.services.tracing.TraceWriter, on page 732

com.cisco.services.tracing.TraceWriterManager, on page 735
```

## Trace

The Trace interface defines the methods that allow application tracing. Trace also defines the standard trace types as specified by Syslog Trace Logging. Syslog currently defines 8 levels of trace. The severity of the message is indicated in the trace as a number ranging between [0-7] (0 and 7 included). Currently 7 is HIGHEST\_LEVEL and 0 is the LOWEST\_LEVEL trace. All 8 levels are predefined here as static int types for reference in tracing sub-system implementations.

The severities traced are as follows:

- 0 = EMERGENCIES System unusable
- 1 = ALERTS Immediate action needed
- 2 = CRITICAL Critical conditions
- 3 = ERROR Error conditions
- 4 = WARNING Warning conditions
- 5 = NOTIFICATION Normal but significant condition
- 6 = INFORMATIONAL Informational messages only
- 7 = DEBUGGING Debugging messages

## Declaration

```
public interface Trace
```

## All Known Subinterfaces

[ConditionalTrace](#), on page 725 [UnconditionalTrace](#), on page 726

### Member Summary

| Member summary                                                             |                                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Fields                                                                     |                                                                                                                                                                                                                                                                            |
| static int                                                                 | <p><a href="#">ALERTS</a>, on page 721</p> <p>The application will continue working on the tasks but all functions may not be operational (one or more devices in the list are not accessible but others in the list can be accessed)</p> <p>Syslog severity level = 1</p> |
| static java.lang.String                                                    | <p><a href="#">ALERTS_TRACE_NAME</a>, on page 721</p> <p>String descriptor for ALERTS trace level</p>                                                                                                                                                                      |
| static int                                                                 | <p><a href="#">CRITICAL</a>, on page 695</p> <p>A critical failure, the application cannot accomplish the tasks required due to this failure, e.g.: the application cant open the database to read the device list</p> <p>Syslog severity level = 2</p>                    |
| static java.lang.String                                                    | <p><a href="#">CRITICAL_TRACE_NAME</a>, on page 722</p> <p>String descriptor for CRITICAL trace level</p>                                                                                                                                                                  |
| static int                                                                 | <p><a href="#">DEBUGGING</a>, on page 722</p> <p>Very detailed information regarding errors or processing status that is only generated when DEBUG mode has been enabled</p> <p>Syslog severity level = 7</p>                                                              |
| static java.lang. <a href="#">DEBUGGING_TRACE_NAME</a> , on page 722String | <p><a href="#">DEBUGGING_TRACE_NAME</a>, on page 722</p> <p>String descriptor for the DEBUGGING trace level</p>                                                                                                                                                            |
| static int                                                                 | <p><a href="#">EMERGENCIES</a>, on page 722</p> <p>Emergency situation, a system shutdown is necessary</p> <p>Syslog severity level = 0</p>                                                                                                                                |
| static java.lang.String                                                    | <p><a href="#">EMERGENCIES_TRACE_NAME</a>, on page 722</p> <p>String descriptor for EMERGENCIES trace level</p>                                                                                                                                                            |

| <b>Member summary</b>                |                                                                                                                                                                                             |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <code>static int</code>              | <p><a href="#">ERROR, on page 722</a></p> <p>An error condition of some kind has occurred and the user needs to understand the nature of that failure</p> <p>Syslog severity level = 3</p>  |
| <code>static java.lang.String</code> | <p><a href="#">ERROR_TRACE_NAME, on page 722</a></p> <p>String descriptor for ERROR trace level</p>                                                                                         |
| <code>static int</code>              | <p><a href="#">HIGHEST_LEVEL, on page 722</a></p> <p>The highest trace level, currently this is DEBUGGING with a trace level of 7</p>                                                       |
| <code>static int</code>              | <p><a href="#">INFORMATIONAL, on page 723</a></p> <p>Information of some form not relating to errors, warnings, audit, or debug</p> <p>Syslog severity level = 6</p>                        |
| <code>static java.lang.String</code> | <p><a href="#">INFORMATIONAL_TRACE_NAME, on page 723</a></p> <p>String descriptor for INFORMATIONAL trace level</p>                                                                         |
| <code>static int</code>              | <p><a href="#">LOWEST_LEVEL, on page 723</a></p> <p>The lowest trace level, currently this is EMERGENCIES with a trace level of 0</p>                                                       |
| <code>static int</code>              | <p><a href="#">NOTIFICATION, on page 723</a></p> <p>Notification denotes a normal but significant condition</p> <p>Syslog severity level = 5</p>                                            |
| <code>static java.lang.String</code> | <p><a href="#">NOTIFICATION_TRACE_NAME, on page 723</a></p> <p>String descriptor for NOTIFICATION trace level</p>                                                                           |
| <code>static int</code>              | <p><a href="#">WARNING, on page 723</a></p> <p>Warning that a problem of some form exists but is not keeping the application from completing its tasks</p> <p>Syslog severity level = 4</p> |
| <code>static java.lang.String</code> | <p><a href="#">WARNING_TRACE_NAME, on page 723</a></p> <p>String descriptor for WARNING trace level</p>                                                                                     |
| <b>Methods</b>                       |                                                                                                                                                                                             |
| <code>java.lang.String</code>        | <p><a href="#">getName(), on page 723</a></p> <p>Returns the name of this Trace object.</p>                                                                                                 |

| Member summary   |                                                                                                                                                                      |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.lang.String | <a href="#">getSubFacility(), on page 724</a><br>Returns the subFacility of trace                                                                                    |
| int              | <a href="#">getType(), on page 724</a><br>Returns the type of trace.                                                                                                 |
| boolean          | <a href="#">isEnabled(), on page 724</a><br>Returns the state of this Trace object.                                                                                  |
| void             | <a href="#">println(Object), on page 724</a><br>Prints the string returned by the Object.toString() method and terminates the line as defined by the system.         |
| void             | <a href="#">println(String), on page 724</a><br>Prints a message in the same format as Trace.print() and terminates the line as defined by the system.               |
| void             | <a href="#">println(String, Object), on page 724</a><br>Prints the string returned by the Object.toString() method and terminates the line as defined by the system. |
| void             | <a href="#">println(String, String), on page 725</a><br>Prints a message in the same format as Trace.print() and terminates the line as defined by the system.       |
| void             | <a href="#">setDefaultMnemonic(String), on page 725</a><br>Sets a default mnemonic for all messages printed out to this trace.                                       |

## Fields

### ALERTS

```
public static final int ALERTS
```

The application will continue working on the tasks but all functions may not be operational (one or more devices in the list are not accessible but others in the list can be accessed)

Syslog severity level = 1

### ALERTS\_TRACE\_NAME

```
public static final java.lang.String ALERTS_TRACE_NAME
```

String descriptor for ALERTS trace level

**CRITICAL**

```
public static final int CRITICAL
```

A critical failure, the application cannot accomplish the tasks required due to this failure, e.g.: the application cant open the database to read the device list

Syslog severity level = 2

**CRITICAL\_TRACE\_NAME**

```
public static final java.lang.String CRITICAL_TRACE_NAME
```

String descriptor for CRITICAL trace level

**DEBUGGING**

```
public static final int DEBUGGING
```

Very detailed information regarding errors or processing status that is only generated when DEBUG mode has been enabled

Syslog severity level = 7

**DEBUGGING\_TRACE\_NAME**

```
public static final java.lang.String DEBUGGING_TRACE_NAME
```

String descriptor for the DEBUGGING trace level

**EMERGENCIES**

```
public static final int EMERGENCIES
```

Emergency situation, a system shutdown is necessary

Syslog severity level = 0

**EMERGENCIES\_TRACE\_NAME**

```
public static final java.lang.String EMERGENCIES_TRACE_NAME
```

String descriptor for EMERGENCIES trace level

**ERROR**

```
public static final int ERROR
```

An error condition of some kind has occurred and the user needs to understand the nature of that failure

Syslog severity level = 3

**ERROR\_TRACE\_NAME**

```
public static final java.lang.String ERROR_TRACE_NAME
```

String descriptor for ERROR trace level

**HIGHEST\_LEVEL**

```
public static final int HIGHEST_LEVEL
```

The highest trace level, currently this is DEBUGGING with a trace level of 7

### INFORMATIONAL

```
public static final int INFORMATIONAL
```

Information of some form not relating to errors, warnings, audit, or debug

Syslog severity level = 6

### INFORMATIONAL\_TRACE\_NAME

```
public static final java.lang.String INFORMATIONAL_TRACE_NAME
```

String descriptor for INFORMATIONAL trace level

### LOWEST\_LEVEL

```
public static final int LOWEST_LEVEL
```

The lowest trace level, currently this is EMERGENCIES with a trace level of 0

### NOTIFICATION

```
public static final int NOTIFICATION
```

Notification denotes a normal but significant condition

Syslog severity level = 5

### NOTIFICATION\_TRACE\_NAME

```
public static final java.lang.String NOTIFICATION_TRACE_NAME
```

String descriptor for NOTIFICATION trace level

### WARNING

```
public static final int WARNING
```

Warning that a problem of some form exists but is not keeping the application from completing its tasks

Syslog severity level = 4

### WARNING\_TRACE\_NAME

```
public static final java.lang.String WARNING_TRACE_NAME
```

String descriptor for WARNING trace level

## Methods

### getName()

```
public java.lang.String getName()
```

Returns:

the name of this Trace object

**getSubFacility()**

```
public java.lang.String getSubFacility()
```

Returns:

the trace subFacility type

**getType()**

```
public int getType()
```

Returns:

the type of trace as specified in Syslog. DEBUGGING, INFORMATIONAL, WARNING, etc.

**isEnabled()**

```
public boolean isEnabled()
```

Returns the state of this Trace object. By default, Trace objects are enabled, that is, `println()` method will always trace. The state may not be changed through this interface, however, this object may implement additional interfaces that allow the state to be changed.

Returns:

true if tracing is enabled, false otherwise

**See Also**

[ConditionalTrace](#), on page 725

**println(Object)**

```
public void println(java.lang.Object object)
```

Prints the string returned by the `Object.toString()` method and terminates the line as defined by the system.

Parameters:

`object` - the object to be printed

**println(String)**

```
public void println(java.lang.String message)
```

Prints a message in the same format as `Trace.print()` and terminates the line as defined by the system.

Parameters:

`message` - the message to be printed

**println(String, Object)**

```
public void println(java.lang.String mnemonic,
 java.lang.Object object)
```

Prints the string returned by the `Object.toString()` method and terminates the line as defined by the system.

Parameters:

`object` - the object to be printed



`mnemonic` - the mnemonic mapped to message to be printed

### **println(String, String)**

```
public void println(java.lang.String mnemonic,
 java.lang.String message)
```

Prints a message in the same format as `Trace.print()` and terminates the line as defined by the system.

Parameters:

`message` - the message to be printed

`mnemonic` - the mnemonic mapped to message to be printed

### **setDefaultMnemonic(String)**

```
public void setDefaultMnemonic(java.lang.String mnemonic)
```

Sets a default mnemonic for all messages printed out to this trace.

Parameters:

`mnemonic`, - a mnemonic string

## ConditionalTrace

The `ConditionalTrace` interface extends the `Trace` interface and defines the methods that allow enabling and disabling of tracing for this particular condition.

Typically, applications obtain one `ConditionalTrace` object for each condition that they need to trace under certain circumstances but not always (for example, AUDIT, INFO, and so on).

## Declaration

```
public interface ConditionalTrace extends Trace, on page 718
```

## All Superinterfaces

[Trace](#), on page 718

## Member Summary

| Member summary    |                                                                                 |
|-------------------|---------------------------------------------------------------------------------|
| Methods           |                                                                                 |
| <code>void</code> | <a href="#">disable()</a> , on page 726<br>Disables this condition for tracing. |
| <code>void</code> | <a href="#">enable()</a> , on page 726<br>Enables this condition for tracing.   |

**Inherited member summary**

Fields inherited from interface [Trace](#), on page 718

[ALERTS](#), on page 721, [ALERTS\\_TRACE\\_NAME](#), on page 721, [CRITICAL](#), on page 695, [CRITICAL\\_TRACE\\_NAME](#), on page 722, [DEBUGGING](#), on page 722, [DEBUGGING\\_TRACE\\_NAME](#), on page 722, [EMERGENCIES](#), on page 722, [EMERGENCIES\\_TRACE\\_NAME](#), on page 722, [ERROR](#), on page 722, [ERROR\\_TRACE\\_NAME](#), on page 722, [HIGHEST\\_LEVEL](#), on page 722, [INFORMATIONAL](#), on page 723, [INFORMATIONAL\\_TRACE\\_NAME](#), on page 723, [LOWEST\\_LEVEL](#), on page 723, [NOTIFICATION](#), on page 723, [NOTIFICATION\\_TRACE\\_NAME](#), on page 723, [WARNING](#), on page 723, [WARNING\\_TRACE\\_NAME](#), on page 723

Methods inherited from interface [Trace](#), on page 718

[getName\(\)](#), on page 723, [getSubFacility\(\)](#), on page 724, [getType\(\)](#), on page 724, [isEnabled\(\)](#), on page 724, [println\(Object\)](#), on page 724, [println\(String\)](#), on page 724, [println\(String, Object\)](#), on page 724, [println\(String, String\)](#), on page 725, [setDefaultMnemonic\(String\)](#), on page 725

**Methods****disable()**

```
public void disable()
```

Disables this condition for tracing.

**enable()**

```
public void enable()
```

Enables this condition for tracing.

**UnconditionalTrace**

The UnconditionalTrace interface extends the Trace interface. Note that because this object extends Trace, its state is enabled by default and it may not be changed.

Typically, applications would obtain one UnconditionalTrace object per each condition that they need to trace always under any circumstances (such as, ERROR, FATAL, and so on).

**Declaration**

```
public interface UnconditionalTrace extends Trace, on page 718
```

**All Superinterfaces**

[Trace](#), on page 718

## Member Summary

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Inherited Member summary</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Fields inherited from interface <a href="#">Trace</a> , on page 718                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <a href="#">ALERTS</a> , on page 721, <a href="#">ALERTS_TRACE_NAME</a> , on page 721, <a href="#">CRITICAL</a> , on page 695, <a href="#">CRITICAL_TRACE_NAME</a> , on page 722, <a href="#">DEBUGGING</a> , on page 722, <a href="#">DEBUGGING_TRACE_NAME</a> , on page 722, <a href="#">EMERGENCIES</a> , on page 722, <a href="#">EMERGENCIES_TRACE_NAME</a> , on page 722, <a href="#">ERROR</a> , on page 722, <a href="#">ERROR_TRACE_NAME</a> , on page 722, <a href="#">HIGHEST_LEVEL</a> , on page 722, <a href="#">INFORMATIONAL</a> , on page 723, <a href="#">INFORMATIONAL_TRACE_NAME</a> , on page 723, <a href="#">LOWEST_LEVEL</a> , on page 723, <a href="#">NOTIFICATION</a> , on page 723, <a href="#">NOTIFICATION_TRACE_NAME</a> , on page 723, <a href="#">WARNING</a> , on page 723, <a href="#">WARNING_TRACE_NAME</a> , on page 723 |
| Methods inherited from interface <a href="#">Trace</a> , on page 718                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <a href="#">getName()</a> , on page 723, <a href="#">getSubFacility()</a> , on page 724, <a href="#">getType()</a> , on page 724, <a href="#">isEnabled()</a> , on page 724, <a href="#">println(Object)</a> , on page 724, <a href="#">println(String)</a> , on page 724, <a href="#">println(String, Object)</a> , on page 724, <a href="#">println(String, String)</a> , on page 725, <a href="#">setDefaultMnemonic(String)</a> , on page 725                                                                                                                                                                                                                                                                                                                                                                                                             |

## TraceManager

The TraceManager interface defines the methods that allow applications trace management.

Typically, an application obtains only one TraceManager object. All Trace objects are created by default: Predefined Trace in accordance with Syslog definitions are:

```
ConditionalTraces: INFORMATIONAL, DEBUGGING, NOTIFICATION, WARNING
UnconditionalTraces: ERROR, CRITICAL, ALERTS, EMERGENCIES
```

### Facilities/Sub-Facilities:

- **Facility**—A code consisting of two or more uppercase letters that indicate the facility to which the message refers. A facility can be a hardware device, a protocol, or a module of the system software.
- **SubFacility**—A code consisting of two or more uppercase letters that indicate the sub-facility to which the message refers. A sub-facility can be a hardware device component, a protocol unit, or a sub-module of the system software.

By default all 8 Conditional and UnConditional Traces are created for the Facility and 8 for each of the subFacilities In order to use the DEBUGGING trace for the parent FACILITY, for example, the application needs to use the `getConditionalTrace(“DEBUGGING”)` method of this object.

In order to use the DEBUGGING trace for the SUBFACILITY, for example, the application needs to use the `getConditionalTrace( SUBFACILITY + “_” + “DEBUGGING” )` method of this object or use the `getConditionalTrace( SUBFACILITY, “DEBUGGING” )` method.

System wide TraceWriterManager is set through the `setTraceWriterManager` method provided by this interface.

The Trace Manager object also allows the application to enable or disable tracing for all trace through the `enableAll()` and `disableAll()` methods.

## Declaration

```
public interface TraceManager
```

## Member Summary

| Member summary     |                                                                                                                                                                                           |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods            |                                                                                                                                                                                           |
| void               | <a href="#">addSubFacilities(String[])</a> , on page 729<br>Sets a set of subFacilities for this TraceManager/Facility.                                                                   |
| void               | <a href="#">addSubFacility(String)</a> , on page 729<br>Adds a single subFacility for this TraceManager/Facility.                                                                         |
| void               | <a href="#">disableAll()</a> , on page 729<br>Disables tracing for all Trace objects managed by this TraceManager.                                                                        |
| void               | <a href="#">disableTimeStamp()</a> , on page 730<br>Disables prefixing a time stamp for every message printed by this TraceManager.                                                       |
| void               | <a href="#">enableAll()</a> , on page 730<br>Enables tracing for all Trace objects managed by this TraceManager.                                                                          |
| void               | <a href="#">enableTimeStamp()</a> , on page 730<br>Enables prefixing a time stamp for every message printed by this TraceManager.                                                         |
| ConditionalTrace   | <a href="#">getConditionalTrace(int)</a> , on page 730<br>Creates a new ConditionalTrace object or obtains an existing ConditionalTrace object for this condition.                        |
| ConditionalTrace   | <a href="#">getConditionalTrace(String, int)</a> , on page 730<br>Creates a new ConditionalTrace object or obtains an existing ConditionalTrace object for this condition and subFacility |
| java.lang.String   | <a href="#">getName()</a> , on page 730<br>Returns the Facility name for this TraceManager.                                                                                               |
| java.lang.String[] | <a href="#">getSubFacilities()</a> , on page 730<br>Returns the subFacility names for this TraceManager/Facility.                                                                         |

| Member summary        |                                                                                                                                                                                                |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| java.util.Enumeration | <a href="#">getTraces(), on page 730</a><br>Returns an enumeration of the Trace objects managed by this TraceManager.                                                                          |
| TraceWriterManager    | <a href="#">getTraceWriterManager(), on page 730</a><br>Returns the TraceWriter used by this TraceManager.                                                                                     |
| UnconditionalTrace    | <a href="#">getUnconditionalTrace(int), on page 730</a><br>Creates a new UnconditionalTrace object or obtains an existing UnconditionalTrace object for this condition.                        |
| UnconditionalTrace    | <a href="#">getUnconditionalTrace(String, int), on page 731</a><br>Creates a new UnconditionalTrace object or obtains an existing UnconditionalTrace object for this condition and subFacility |
| void                  | <a href="#">removeTrace(Trace), on page 731</a><br>Removes a Trace object given an object.                                                                                                     |
| void                  | <a href="#">setSubFacilities(String[]), on page 731</a><br>Sets a set of subFacilities for this TraceManager/Facility.                                                                         |
| void                  | <a href="#">setSubFacility(String), on page 731</a><br>Adds a single subFacility for this TraceManager/Facility.                                                                               |
| void                  | <a href="#">setTraceWriterManager(TraceWriterManager), on page 731</a><br>Sets the TraceWriter to be used by this TraceManager.                                                                |

## Methods

### addSubFacilities(String[])

```
public void addSubFacilities(java.lang.String[] names)
```

Sets a set of subFacilities for this TraceManager/Facility.

### addSubFacility(String)

```
public void addSubFacility(java.lang.String name)
```

Adds a single subFacility for this TraceManager/Facility.

### disableAll()

```
public void disableAll()
```

Disables tracing for all Trace objects managed by this TraceManager.

**disableTimeStamp()**

```
public void disableTimeStamp()
```

Disables prefixing a time stamp for every message printed by this TraceManager.

**enableAll()**

```
public void enableAll()
```

Enables tracing for all Trace objects managed by this TraceManager.

**enableTimeStamp()**

```
public void enableTimeStamp()
```

Enables prefixing a time stamp for every message printed by this TraceManager.

**getConditionalTrace(int)**

```
public com.cisco.services.tracing.ConditionalTrace
getConditionalTrace(int severity)
```

Creates a new ConditionalTrace object or obtains an existing ConditionalTrace object for this condition.

**getConditionalTrace(String, int)**

```
public com.cisco.services.tracing.ConditionalTrace
getConditionalTrace(java.lang.String subFacility,
int severity)
```

Creates a new ConditionalTrace object or obtains an existing ConditionalTrace object for this condition and subFacility

**getName()**

```
public java.lang.String getName()
```

Returns the Facility name for this TraceManager.

**getSubFacilities()**

```
public java.lang.String[] getSubFacilities()
```

Returns the subFacility names for this TraceManager/Facility.

**getTraces()**

```
public java.util.Enumeration getTraces()
```

Returns an enumeration of the Trace objects managed by this TraceManager.

**getTraceWriterManager()**

```
public com.cisco.services.tracing.TraceWriterManager getTraceWriterManager()
```

Returns the TraceWriter used by this TraceManager.

**getUnconditionalTrace(int)**

```
public com.cisco.services.tracing.UnconditionalTrace getUnconditionalTrace(int severity)
```

Creates a new UnconditionalTrace object or obtains an existing UnconditionalTrace object for this condition.

#### **getUnconditionalTrace(String, int)**

```
public com.cisco.services.tracing.UnconditionalTrace
 getUnconditionalTrace(java.lang.String subFacility,
 int severity)
```

Creates a new UnconditionalTrace object or obtains an existing UnconditionalTrace object for this condition and subFacility

#### **removeTrace(Trace)**

```
public void removeTrace(com.cisco.services.tracing.Trace tc)
```

Removes a Trace object given an object.

#### **setSubFacilities(String[])**

```
public void setSubFacilities(java.lang.String[] names)
```

**Deprecated** and replaced with `TraceManager.addSubFacilities` method

Sets a set of subFacilities for this TraceManager/Facility.

#### **setSubFacility(String)**

```
public void setSubFacility(java.lang.String name)
```

**Deprecated** and replaced with `TraceManager.addSubFacility` method

Adds a single subFacility for this TraceManager/Facility.

#### **setTraceWriterManager(TraceWriterManager)**

```
public void setTraceWriterManager(com.cisco.services.tracing.TraceWriterManager twm)
```

Sets the TraceWriter to be used by this TraceManager.

## TraceModule

The TraceModule interface serves two purposes. First, it allows applications to discover the TraceManager object used by other packages that they use. Second, applications that register with the TraceManagerFactory must identify themselves by implementing this interface.

## Declaration

```
public interface TraceModule
```

## All Known Subinterfaces

```
com.cisco.jtapi.extensions.CiscoJtapiPeer
```

## Member Summary

| Member summary   |                                                                                                                 |
|------------------|-----------------------------------------------------------------------------------------------------------------|
| Methods          |                                                                                                                 |
| TraceManager     | <a href="#">getTraceManager(), on page 732</a><br>Returns the TraceManager that an object is using for tracing. |
| java.lang.String | <a href="#">getTraceModuleName(), on page 732</a><br>Returns the module name.                                   |

## Methods

### getTraceManager()

```
public com.cisco.services.tracing.TraceManager getTraceManager()
```

Returns the TraceManager that an object is using for tracing.

### getTraceModuleName()

```
public java.lang.String getTraceModuleName()
```

Returns the module name.

## TraceWriter

The TraceWriter interface abstracts the details of trace message output. The TraceWriter uses its enabled method to advertise whether or not the print and println methods will have any effect. Users of TraceWriter should use the value returned by the getEnabled method as an indication of whether they should invoke the print and println methods at all.

## Declaration

```
public interface TraceWriter
```

## All Known Subinterfaces

[TraceWriterManager, on page 735](#)

## All Known Implementing Classes

[BaseTraceWriter, on page 699](#)



## Member Summary

| Member summary   |                                                                                                                                                                                                                     |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods          |                                                                                                                                                                                                                     |
| void             | <a href="#">close(), on page 733</a><br>Releases any resources associated by this TraceWriter .                                                                                                                     |
| void             | <a href="#">flush(), on page 733</a> Forces output of any messages that have been printed using the println method                                                                                                  |
| java.lang.String | <a href="#">getDescription(), on page 733</a>                                                                                                                                                                       |
| boolean          | <a href="#">getEnabled(), on page 734</a><br>Returns whether the println method will print anything or not.                                                                                                         |
| java.lang.String | <a href="#">getName(), on page 734</a>                                                                                                                                                                              |
| int[]            | <a href="#">getTraceLevels(), on page 734</a>                                                                                                                                                                       |
| void             | <a href="#">println(String, int), on page 734</a><br>Prints the specified string followed by a carriage return The concrete TraceWriter class will use the severity to block out messages from a particular stream. |
| void             | <a href="#">setTraceLevels(int[]), on page 734</a><br>set the trace levels that will be traced by this TraceWriter                                                                                                  |

## Methods

### close()

```
public void close()
```

Releases any resources associated by this TraceWriter.

### flush()

```
public void flush()
```

Forces output of any messages that have been printed using the println method

### getDescription()

```
public java.lang.String getDescription()
```

Returns:

a short description of this TraceWriter

**getEnabled()**

```
public boolean getEnabled()
```

Returns whether the println method will print anything or not. A closed `TraceWriter` will always return `false` from this method.

Returns:

true if this `TraceWriter` is enabled, false if not

**getName()**

```
public java.lang.String getName()
```

Returns:

the name of this `TraceWriter`

**getTraceLevels()**

```
public int[] getTraceLevels()
```

Returns:

the array of trace levels that will be traced by this `TraceWriter`

**println(String, int)**

```
public void println(java.lang.String message,
 int severity)
```

Prints the specified string followed by a carriage return. The concrete `TraceWriter` class will use the severity to block out messages from a particular stream. Each trace writer has a notion of the highest level trace it traces.

Parameters:

`message` - the string to print

`severity` - of the trace.

**See Also**

[Trace, on page 718](#)

**setTraceLevels(int[])**

```
public void setTraceLevels(int[] levels)
```

set the trace levels that will be traced by this `TraceWriter`

Parameters:

`int[]` - levels

**See Also**

[Trace, on page 718](#)

# TraceWriterManager

TraceWriterManager contains the list of TraceWriter objects that are used to implement the tracing. The list is populated at startup from the switches in a .ini file. A LogFileTraceWriter, a ConsoleTraceWriter, and a SyslogTraceWriter are available. Users can override the existing TraceWriters by setting a user implemented TraceWriter[] or adding to the existing TraceWriters. This makes it possible to add other TraceWriters that can function along with existing trace writers.

## Declaration

```
public interface TraceWriterManager extends TraceWriter, on page 732
```

## All Superinterfaces

[TraceWriter](#), on page 732

## Member Summary

| Member summary |                                                                                                                                                      |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods        |                                                                                                                                                      |
| void           | <a href="#">addTraceWriter(TraceWriter)</a> , on page 736<br>Add another TraceWriter to the array                                                    |
| TraceWriter[]  | <a href="#">getTraceWriters()</a> , on page 736                                                                                                      |
| void           | <a href="#">removeTraceWriter(TraceWriter)</a> , on page 736<br>Remove the TraceWriter from the array in the manager                                 |
| void           | <a href="#">setTraceWriters(TraceWriter[])</a> , on page 736<br>Implementations can use this method to override or enhance the provided TraceWriters |

| Inherited member summary                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Methods inherited from interface <a href="#">TraceWriter</a> , on page 732                                                                                                                                                                                                                                                                                                 |
| <a href="#">close()</a> , on page 733, <a href="#">flush()</a> , on page 733, <a href="#">getDescription()</a> , on page 733, <a href="#">getEnabled()</a> , on page 734, <a href="#">getName()</a> , on page 734, <a href="#">getTraceLevels()</a> , on page 734, <a href="#">println(String, int)</a> , on page 734, <a href="#">setTraceLevels(int[])</a> , on page 734 |

## Methods

### **addTraceWriter(TraceWriter)**

```
public void addTraceWriter(com.cisco.services.tracing.TraceWriter traceWriter)
```

Add another TraceWriter to the array

Parameters:

TraceWriter - to be added to the list

### **getTraceWriters()**

```
public com.cisco.services.tracing.TraceWriter[] getTraceWriters()
```

Returns:

the array of TraceWriters in the manager

### **removeTraceWriter(TraceWriter)**

```
public void removeTraceWriter(com.cisco.services.tracing.TraceWriter traceWriter)
```

Remove the TraceWriter from the array in the manager

### **setTraceWriters(TraceWriter[])**

```
public void setTraceWriters(com.cisco.services.tracing.TraceWriter[] traceWriters)
```

Implementations can use this method to override or enhance the provided TraceWriters

Parameters:

set - the array of TraceWriters.

## Tracing Implementation Class Hierarchy

The following tracing implementation class hierarchy is contained in the com.cisco.services.tracing.implementation package.

```
java.lang.Object
 com.cisco.services.tracing.implementation.TraceImpl, on page 737 (implements
 com.cisco.services.tracing.Trace)
 com.cisco.services.tracing.implementation.ConditionalTraceImpl, on page 739 (implements
 com.cisco.services.tracing.ConditionalTrace)
 com.cisco.services.tracing.implementation.UnconditionalTraceImpl, on page 740 (implements
 com.cisco.services.tracing.UnconditionalTrace)
 com.cisco.services.tracing.implementation.TraceManagerImpl, on page 741 (implements
 com.cisco.services.tracing.TraceManager)
 com.cisco.services.tracing.implementation.TraceWriterManagerImpl, on page 745 (implements
 com.cisco.services.tracing.TraceWriterManager)
```

# TraceImpl

## Declaration

```
public abstract class TraceImpl
 extends java.lang.Object
 implements Trace
```

## All Implemented Interfaces

[Trace](#), on page 718

## Methods

### **println**

```
public final void println(java.lang.String message)
```

Description copied from interface: Trace

Prints a message in the same format as Trace.print() and terminates the line as defined by the system.

#### **Specified by:**

println in interface Trace

#### **Parameters:**

message - the message to be printed

### **println**

```
public final void println(java.lang.String mnemonic, java.lang.String message)
```

Description copied from interface: Trace

Prints a message in the same format as Trace.print() and terminates the line as defined by the system.

#### **Specified by:**

println in interface Trace

#### **Parameters:**

mnemonic - the mnemonic mapped to message to be printed

message - the message to be printed

### **println**

```
public final void println(java.lang.Object object)
```

Description copied from interface: Trace

Prints the string returned by the `Object.toString()` method and terminates the line as defined by the system.

**Specified by:**

`println` in interface `Trace`

**Parameters:**

object - the object to be printed

**println**

public final void **println**(java.lang.String mnemonic, java.lang.Object object)

Description copied from interface: `Trace`

Prints the string returned by the `Object.toString()` method and terminates the line as defined by the system.

**Specified by:**

`println` in interface `Trace`

**Parameters:**

mnemonic - the mnemonic mapped to message to be printed

object - the object to be printed

**getName**

public final java.lang.String **getName**()

Description copied from interface: `Trace`

Returns the name of this `Trace` object.

**Specified by:**

`getName` in interface `Trace`

**Returns:**

the name of this `Trace` object

**setDefaultMnemonic**

public final void **setDefaultMnemonic**(java.lang.String mnemonic)

Description copied from interface: `Trace`

Sets a default mnemonic for all messages printed out to this trace.

**Specified by:**

`setDefaultMnemonic` in interface `Trace`

**Parameters:**

mnemonic - a mnemonic string

**getType**

public int **getType**()

Description copied from interface: Trace

Returns the type of trace.

**Specified by:**

getType in interface Trace

**Returns:**

the trace severity as specified in Syslog. DEBUGGING, INFORMATIONAL, WARNING, etc.

**getSubFacility**

```
public java.lang.String getSubFacility()
```

Description copied from interface: Trace

Returns the subFacility of trace

**Specified by:**

getSubFacility in interface Trace

**Returns:**

the trace subFacility type

## Inherited Methods

isEnabled

# ConditionalTraceImpl

## Declaration

```
public final class ConditionalTraceImpl
```

```
extends TraceImpl
```

```
implements ConditionalTrace
```

## All Implemented Interfaces

ConditionalTrace, Trace

## Methods

**enable**

```
public void enable()
```

Description copied from interface: ConditionalTrace

Enables this condition for tracing.

**Specified by:**

enable in interface ConditionalTrace

**disable**

public void **disable**()

Description copied from interface: ConditionalTrace

Disables this condition for tracing.

**Specified by:**

disable in interface ConditionalTrace

**isEnabled**

public boolean **isEnabled**()

Description copied from interface: Trace

Returns the state of this Trace object. By default, Trace objects are enabled, that is, println() method will always trace. The state may not be changed through this interface, however, this object may implement additional interfaces that allow the state to be changed.

**Specified by:**

isEnabled in interface Trace

**Returns:**

true if tracing is enabled, false otherwise

**See Also:**

ConditionalTrace

## Inherited Methods

Inherited methods from class java.lang.Object are: clone, equals, finalize, getClass, hashCode, notify, notifyAll, toString, wait, wait, wait.

# UnconditionalTraceImpl

## Declaration

```
public final class UnconditionalTraceImpl
```

```
extends TraceImpl
```

```
implements UnconditionalTrace
```



## All Implemented Interfaces

Trace, UnconditionalTrace

## Methods

### **isEnabled**

```
public boolean isEnabled()
```

Description copied from interface: Trace

Returns the state of this Trace object. By default, Trace objects are enabled, that is, println() method will always trace. The state may not be changed through this interface, however, this object may implement additional interfaces that allow the state to be changed.

### **Specified by:**

isEnabled in interface Trace

### **Returns:**

true if tracing is enabled, false otherwise

### **See Also:**

ConditionalTrace

## Inherited Methods

Inherited methods from class java.lang.Object are: clone, equals, finalize, getClass, hashCode, notify, notifyAll, toString, wait, wait, wait.

## TraceManagerImpl

The TraceManagerImpl class implements the TraceManager interface.

## Declaration

```
public class TraceManagerImpl extends java.lang.Object
 java.lang.Object
 |
 +--com.cisco.services.tracing.implementation.TraceManagerImpl
```

## All Implemented Interfaces

[TraceManager](#), on page 727

## Constructors

```
public TraceManagerImpl(java.lang.String moduleName, java.lang.String[] subFacilities,
 TraceWriterManager traceWriterManager)
```

```
public TraceManagerImpl(java.lang.String moduleName, TraceWriterManager traceWriterManager)
```

## Methods

### **getConditionalTrace**

```
public ConditionalTrace getConditionalTrace(int severity)
```

**Description copied from interface:** TraceManager

Creates a new ConditionalTrace object or obtains an existing ConditionalTrace object for this condition.

Specified by:

```
getConditionalTrace in interface TraceManager
```

### **getConditionalTrace**

```
public ConditionalTrace getConditionalTrace(java.lang.String subFacility,
 int severity)
```

**Description copied from interface:** TraceManager

Creates a new ConditionalTrace object or obtains an existing ConditionalTrace object for this condition and subFacility

Specified by:

```
getConditionalTrace in interface TraceManager
```

### **getUnconditionalTrace**

```
public UnconditionalTrace getUnconditionalTrace(int severity)
```

**Description copied from interface:** TraceManager

Creates a new UnconditionalTrace object or obtains an existing UnconditionalTrace object for this condition.

Specified by:

```
getUnconditionalTrace in interface TraceManager
```

### **getUnconditionalTrace**

```
public UnconditionalTrace getUnconditionalTrace(java.lang.String subFacility,
 int severity)
```

**Description copied from interface:** TraceManager

Creates a new UnconditionalTrace object or obtains an existing UnconditionalTrace object for this condition and subFacility

Specified by:

```
getUnconditionalTrace in interface TraceManager
```

**getTraceWriterManager**

```
public TraceWriterManager getTraceWriterManager()
```

**Description copied from interface:** TraceManager

Returns the TraceWriter used by this TraceManager.

Specified by:

```
getTraceWriterManager in interface TraceManager
```

**setTraceWriterManager**

```
public void setTraceWriterManager(TraceWriterManager out)
```

**Description copied from interface:** TraceManager

Sets the TraceWriter to be used by this TraceManager.

Specified by:

```
setTraceWriterManager in interface TraceManager
```

**removeTrace**

```
public void removeTrace(Trace tc)
```

**Description copied from interface:** TraceManager

Removes a Trace object given an object.

Specified by:

```
removeTrace in interface TraceManager
```

**getTraces**

```
public java.util.Enumeration getTraces()
```

**Description copied from interface:** TraceManager

Returns an enumeration of the Trace objects managed by this TraceManager.

Specified by:

```
getTraces in interface TraceManager
```

**enableAll**

```
public void enableAll()
```

**Description copied from interface:** TraceManager

Enables tracing for all Trace objects managed by this TraceManager.

Specified by:

```
enableAll in interface TraceManager
```

**disableAll**

```
public void disableAll()
```

**Description copied from interface:** TraceManager

Disables tracing for all Trace objects managed by this TraceManager.

Specified by:

```
disableAll in interface TraceManager
```

### **getName**

```
public java.lang.String getName()
```

**Description copied from interface:** TraceManager

Returns the Facility name for this TraceManager.

Specified by:

```
getName in interface TraceManager
```

### **enableTimeStamp**

```
public void enableTimeStamp()
```

**Description copied from interface:** TraceManager

Enables prefixing a time stamp for every message printed by this TraceManager.

Specified by:

```
enableTimeStamp in interface TraceManager
```

### **disableTimeStamp**

```
public void disableTimeStamp()
```

**Description copied from interface:** TraceManager

Disables prefixing a time stamp for every message printed by this TraceManager.

Specified by:

```
disableTimeStamp in interface TraceManager
```

### **getSubFacilities**

```
public java.lang.String[] getSubFacilities()
```

Returns the subFacility names for this TraceManager/Facility.

Specified by:

```
getSubFacilities in interface TraceManager
```

### **addSubFacilities**

```
public void addSubFacilities(java.lang.String[] names)
```

Adds subFacilities for this TraceManager/Facility.

Specified by:

```
addSubFacilities in interface TraceManager
```

**addSubFacility**

```
public void addSubFacility(java.lang.String name)
```

Adds a subFacility for this TraceManager/Facility.

Specified by:

```
addSubFacility in interface TraceManager
```

## Deprecated

**getSubFacilities(java.lang.String[] names)**

Replaced by addSubFacilities(String[]).

**setSubFacility(java.lang.String name)**

Replaced by addSubFacility(String).

## Inherited Methods

Inherited methods from class java.lang.Object are: clone, equals, finalize, getClass, hashCode, notify, notifyAll, toString, wait, wait, wait.

# TraceWriterManagerImpl

TraceWriterManager contains the list of TraceWriter objects that are used to implement the tracing. The list is populated at startup from the switches in a .ini file. A LogFileTraceWriter, a ConsoleTraceWriter, and a SyslogTraceWriter are available. Users can override the existing TraceWriters by setting a user implemented TraceWriter[] or adding to the existing TraceWriters. This makes it possible to add other traceWriters that can function along with existing trace writers.




---

**Note** Methods inherited from class java.lang.Object are clone, equals, finalize, getClass, hashCode, notify, notifyAll, toString, wait, wait, wait.

---

## Declaration

```
public class TraceWriterManagerImpl extends java.lang.Object implements TraceWriterManager
java.lang.Object
com.cisco.services.tracing.implementation.TraceWriterManagerImpl
```

## All Implemented Interfaces

TraceWriter, TraceWriterManager

## Constructors

### TraceWriterManagerImpl

```
public TraceWriterManagerImpl()
```

Creates a TraceWriterManagerImpl with a zero length TraceWriter array .

## Methods

### setTraceWriters

```
public void setTraceWriters(TraceWriter[] traceWriters)
```

Overrides the existing TraceWriters with a new user supplied set .

Specified by:

```
setTraceWriters in interface TraceWriterManager
```

Parameters:

traceWriters - An array of TraceWriters.

### getTraceWriters

```
public TraceWriter[] getTraceWriters()
```

Returns the array of TraceWriters currently in use .

Specified by:

```
getTraceWriters in interface TraceWriterManager
```

Returns:

The array of TraceWriters in the manager.

### addTraceWriter

```
public void addTraceWriter(TraceWriter tw)
```

Add this TraceWriter to the array of trace writers

Specified by:

```
addTraceWriter in interface TraceWriterManager
```

Parameters:

tw - TraceWriter to be added to the list

### removeTraceWriter

```
public void removeTraceWriter(TraceWriter tw)
```

Remove the Tracewriter from the array of trace writers.

Specified by:

```
removeTraceWriter in interface TraceWriterManager
```

**println**

```
public void println(java.lang.String message, int severity)
```

All traces invoke this method. A trace supplies its severity along with the message. Traces below the threshold severity of the TraceWriter are allowed. Eg. If the Threshold severity is set to INFORMATIONAL (level = 6) DEBUG traces will not be passed by the TraceWriter. The severity level is set in the constructor of the TraceWriter

Specified by:

println in interface TraceWriter

Parameters:

`message` - The string to print

`severity` - The severity of the trace.

See Also:

Trace

Flush

**public void flush()**

**Description copied from interface:** TraceWriter

Forces output of any messages that have been printed using the println method

Specified by:

flush in interface TraceWriter

**close**

```
public void close()
```

**Description copied from interface:** TraceWriter

Releases any resources associated by this TraceWriter.

Specified by:

close in interface TraceWriter

**getEnabled**

```
public boolean getEnabled()
```

Returns true if any one of the underlying TraceWriter is enabled, else returns false.

Specified by:

getEnabled in interface TraceWriter

Returns:

True if this TraceWriter is enabled, false if not.

**getName**

```
public java.lang.String getName()
```

Specified by:

```
getName in interface TraceWriter
```

Returns:

The name of this TraceWriter.

### **getDescription**

```
public java.lang.String getDescription()
```

Specified by:

```
getDescription in interface TraceWriter
```

Returns:

A short description of this TraceWriter.

### **setTraceLevels**

```
public void setTraceLevels(int[] levels)
```

The TraceWriterManager does nothing for this method .

Specified by:

```
setTraceLevels in interface TraceWriter
```

Parameters:

Levels - Array of trace levels.

See Also:

Trace

### **getTraceLevels**

```
public int[] getTraceLevels()
```

The TraceWriterManager returns a null, as the traceLevel is maintained at the individual TraceWriter .

Specified by:

```
getTraceLevels in interface TraceWriter
```

Returns:

null





## CHAPTER 8

# Cisco Unified JTAPI Examples

This chapter provides the source code for `makecall`, the Cisco Unified JTAPI program that is used to test the JTAPI installation. The `makecall` program comprises a series of programs that were written in Java by using the Cisco Unified JTAPI implementation.

For instructions on how to invoke `makecall`, see [Running makecall, on page 763](#).

The Cisco Unified JTAPI Test tool can also be used to review message examples and test JTAPI features and functions. For details, refer <http://developer.cisco.com/web/jtapi/docs>.

- [MakeCall.java, on page 749](#)
- [Actor.java, on page 751](#)
- [Originator.java, on page 755](#)
- [Receiver.java, on page 759](#)
- [StopSignal.java, on page 760](#)
- [Trace.java, on page 761](#)
- [TraceWindow.java, on page 762](#)
- [Running makecall, on page 763](#)

## MakeCall.java

```
/** * makecall.java
 *
 * Copyright Cisco Systems, Inc.
 *
 * Performance-testing application (first pass) for Cisco JTAPI
 * implementation.
 *
 * Known problems:
 *
 * Due to synchronization problems between Actors, calls may
 * not be cleared when this application shuts down.
 */

//import com.ms.wfc.app.*;
import java.util.*;
import javax.telephony.*;
import javax.telephony.events.*;
import com.cisco.cti.util.Condition;
```

```

public class makecall extends TraceWindow implements ProviderObserver
{
 Vectoractors = new Vector ();
 ConditionconditionInService = new Condition ();
 Providerprovider;

 public makecall (String [] args) {

 super ("makecall" + ": " + new CiscoJtapiVersion());
 try
 {

 println ("Initializing Jtapi");
 int curArg = 0;
 String providerName = args[curArg++];
 String login = args[curArg++];
 String passwd = args[curArg++];
 int actionDelayMillis = Integer.parseInt (args[curArg++]);
 String src = null;
 String dest = null;

 JtapiPeer peer = JtapiPeerFactory.getJtapiPeer (null);
 if (curArg < args.length)
 {

 String providerString = providerName + ";login = " + login + ";passwd
= " + passwd;
 println ("Opening " + providerString + "...\\n");
 provider = peer.getProvider (providerString);
 provider.addObserver (this);
 conditionInService.waitTrue ();

 println ("Constructing actors");

 for (; curArg < args.length; curArg++)
 {
 if (src == null)
 {
 src = args[curArg];
 }
 else
 {
 dest = args[curArg];
 Originator originator = new Originator (provider.getAddress (src
),
 dest, this, actionDelayMillis);
 actors.addElement (originator);
 actors.addElement (
 new Receiver (provider.getAddress (dest), this,
actionDelayMillis,
 originator)
);
 src = null;
 dest = null;
 }
 }
 if (src != null)
 {
 println ("Skipping last originating address \"" + src +
 "\"; no destination specified");
 }
 }
 }
 }
}

```

```

Enumeration e = actors.elements ();
while (e.hasMoreElements ())
{
 Actor actor = (Actor) e.nextElement ();
 actor.initialize ();
}

Enumeration en = actors.elements ();
while (en.hasMoreElements ())
{
 Actor actor = (Actor) en.nextElement ();
 actor.start ();
}
}
catch (Exception e)
{
 println ("Caught exception " + e);
}
}

public void dispose () {
 println ("Stopping actors");
 Enumeration e = actors.elements ();
 while (e.hasMoreElements ())
 {
 Actor actor = (Actor) e.nextElement ();
 actor.dispose ();
 }
}

public static void main (String [] args)
{
 if (args.length < 6)
 {
 System.out.println ("Usage: makecall <server> <login> <password> <delay>
 <origin> <destination> ...");
 System.exit (1);
 }
 new makecall (args);
}

public void providerChangedEvent (ProvEv [] eventList) {
 if (eventList != null)
 {
 for (int i = 0; i < eventList.length; i++)
 {
 if (eventList[i] instanceof ProvInServiceEv)
 {
 conditionInService.set ();
 }
 }
 }
}
}
}

```

## Actor.java

```

/** * Actor.java
 *

```

```

* Copyright Cisco Systems, Inc.
*
*/

import javax.telephony.*;
import javax.telephony.events.*;
import javax.telephony.callcontrol.*;
import javax.telephony.callcontrol.events.*;

import com.cisco.jtapi.extensions.*;
public abstract class Actor implements AddressObserver, TerminalObserver,
CallControlCallObserver, Trace
{

 public static final int ACTOR_OUT_OF_SERVICE = 0;
 public static final int ACTOR_IN_SERVICE = 1;
 private Tracetrace;
 protected int actionDelayMillis;
 private Address observedAddress;
 private Terminal observedTerminal;
 private boolean addressInService;
 private boolean terminalInService;
 protected int state = Actor.ACTOR_OUT_OF_SERVICE;

 public Actor (Trace trace, Address observed, int actionDelayMillis) {
 this.trace = trace;
 this.observedAddress = observed;
 this.observedTerminal = observed.getTerminals () [0];
 this.actionDelayMillis = actionDelayMillis;
 }

 public void initialize () {

 try
 {
 if (observedAddress != null)
 {
 bufPrintln (
 "Adding Call observer to address "
 + observedAddress.getName ()
);
 observedAddress.addCallObserver (this);

 //Now add observer on Address and Terminal
 bufPrintln (
 "Adding Address Observer to address "
 + observedAddress.getName ()
);

 observedAddress.addObserver (this);

 bufPrintln (
 "Adding Terminal Observer to Terminal" + observedTerminal.getName ()
);

 observedTerminal.addObserver (this);
 }
 }
 catch (Exception e)
 {
 }
 finally
 {
 flush ();
 }
 }
}

```

```
 }
}

public final void start () {
 onStart ();
}

public final void dispose () {

 try
 {
 onStop ();
 if (observedAddress != null)
 {

 bufPrintln (
 "Removing observer from Address "
 + observedAddress.getName ()
);
 observedAddress.removeObserver (this);

 bufPrintln (
 "Removing call observer from Address "
 + observedAddress.getName ()
);
 observedAddress.removeCallObserver (this);

 }
 if (observedTerminal != null)
 {
 bufPrintln (
 "Removing observer from terminal "
 + observedTerminal.getName ()
);
 observedTerminal.removeObserver (this);
 }
 }
 catch (Exception e)
 {
 println ("Caught exception " + e);
 }
 finally
 {
 flush ();
 }
}

public final void stop () {
 onStop ();
}

public final void callChangedEvent (CallEv [] events) {
 //
 // for now, all metaevents are delivered in the
 // same package...
 //
 metaEvent (events);
}

public void addressChangedEvent (AddrEv [] events) {
```

```

for (int i = 0; i<events.length; i++)
{
 Address address = events[i].getAddress ();
 switch (events[i].getID ())
 {
 case CiscoAddrInServiceEv.ID:
 bufPrintln ("Received " + events[i] + "for " + address.getName ());
 addressInService = true;
 if (terminalInService)
 {
 if (state != Actor.ACTOR_IN_SERVICE)
 {
 state = Actor.ACTOR_IN_SERVICE ;
 fireStateChanged ();
 }
 }
 break;
 case CiscoAddrOutOfServiceEv.ID:
 bufPrintln ("Received " + events[i] + "for " + address.getName ());
 addressInService = false;
 if (state != Actor.ACTOR_OUT_OF_SERVICE)
 { // you only want to notify when you had notified earlier that you are
IN_SERVICE
 state = Actor.ACTOR_OUT_OF_SERVICE;
 fireStateChanged ();
 }
 break;
 }
}
flush ();
}

public void terminalChangedEvent (TermEv [] events) {

 for (int i = 0; i<events.length; i++)
 {
 Terminal terminal = events[i].getTerminal ();
 switch (events[i].getID ())
 {
 case CiscoTermInServiceEv.ID:
 bufPrintln ("Received " + events[i] + "for " + terminal.getName ());
 terminalInService = true;
 if (addressInService)
 {
 if (state != Actor.ACTOR_IN_SERVICE)
 {
 state = Actor.ACTOR_IN_SERVICE;
 fireStateChanged ();
 }
 }
 break;
 case CiscoTermOutOfServiceEv.ID:
 bufPrintln ("Received " + events[i] + "for " + terminal.getName ());
 terminalInService = false;
 if (state != Actor.ACTOR_OUT_OF_SERVICE)
 { // you only want to notify when you had notified earlier that you are
IN_SERVICE
 state = Actor.ACTOR_OUT_OF_SERVICE;
 fireStateChanged ();
 }
 break;
 }
 }
 flush();
}

```

```

}

final void delay (String action) {
 if (actionDelayMillis != 0)
 {
 println ("Pausing " + actionDelayMillis + " milliseconds before " + action
);
 try
 {
 Thread.sleep (actionDelayMillis);
 }
 catch (InterruptedException e)
 {
 }
 }
}

protected abstract void metaEvent (CallEv [] events);

protected abstract void onStart ();
protected abstract void onStop ();
protected abstract void fireStateChanged ();

public final void bufPrint (String string) {
 trace.bufPrint (string);
}
public final void bufPrintln (String string) {
 trace.bufPrint (string);
 trace.bufPrint ("\n");
}
public final void print (String string) {
 trace.print (string);
}
public final void print (char character) {
 trace.print (character);
}
public final void print (int integer) {
 trace.print (integer);
}
public final void println (String string) {
 trace.println (string);
}
public final void println (char character) {
 trace.println (character);
}
public final void println (int integer) {
 trace.println (integer);
}
public final void flush () {
 trace.flush ();
}
}

```

## Originator.java

```

/** * originator.java
 *
 * Copyright Cisco Systems, Inc.
 *

```

```

*/
import javax.telephony.*;
import javax.telephony.events.*;
import javax.telephony.callcontrol.*;
import javax.telephony.callcontrol.events.*;

import com.ms.com.*;
import com.cisco.jtapi.extensions.*;

public class Originator extends Actor
{
 Address srcAddress;
 String destAddress;
 int iteration;
 StopSignal stopSignal;
 boolean ready = false;
 int receiverState = Actor.ACTOR_OUT_OF_SERVICE;
 boolean callInIdle = true;

 public Originator (Address srcAddress, String destAddress, Trace trace,
 int actionDelayMillis) {
 super (trace, srcAddress, actionDelayMillis); // observe srcAddress
 this.srcAddress = srcAddress;
 this.destAddress = destAddress;
 this.iteration = 0;
 }

 protected final void metaEvent (CallEv [] eventList) {
 for (int i = 0; i < eventList.length; i++)
 {
 try
 {
 CallEv curEv = eventList[i];

 if (curEv instanceof CallCtlTermConnTalkingEv)
 {
 TerminalConnection tc =
 ((CallCtlTermConnTalkingEv)curEv).getTerminalConnection ();
 Connection conn = tc.getConnection ();
 if (conn.getAddress ().getName ().equals (destAddress))
 {
 delay ("disconnecting");
 bufPrintln ("Disconnecting Connection " + conn);
 conn.disconnect ();
 }
 }
 else if (curEv instanceof CallCtlConnDisconnectedEv)
 {
 Connection conn = ((CallCtlConnDisconnectedEv)curEv).getConnection
 ();
 if (conn.getAddress ().equals (srcAddress))
 {
 stopSignal.canStop ();
 setCallProgressState (true);
 }
 }
 }
 catch (Exception e)
 {
 println ("Caught exception " + e);
 }
 finally
 {

```



```

 flush ();
 }
}

protected void makecall ()
throws ResourceUnavailableException, InvalidStateException,
 PrivilegeViolationException, MethodNotSupportedException,
 InvalidPartyException, InvalidArgumentException {
 println ("Making call #" + ++iteration + " from " + srcAddress + " to " +
 destAddress + " " + Thread.currentThread ().getName ());
 Call call = srcAddress.getProvider ().createCall ();
 call.connect (srcAddress.getTerminals ()[0], srcAddress, destAddress);
 setCallProgressState (false);
 println ("Done making call");
}

protected final void onStart () {
 stopSignal = new StopSignal ();
 new ActionThread ().start ();
}

protected final void fireStateChanged () {
 checkReadyState ();
}

protected final void onStop () {
 stopSignal.stop ();
 Connection[] connections = srcAddress.getConnections ();
 try
 {
 if (connections != null)
 {
 for (int i = 0; i < connections.length; i++)
 {
 connections[i].disconnect ();
 }
 }
 }
 catch (Exception e)
 {
 println (" Caught Exception " + e);
 }
}

public int getReceiverState () {
 return receiverState;
}

public void setReceiverState (int state) {
 if (receiverState != state)
 {
 receiverState = state;
 checkReadyState ();
 }
}

public synchronized void checkReadyState ()
{
 if (receiverState == Actor.ACTOR_IN_SERVICE && state ==

```

```

Actor.ACTOR_IN_SERVICE)
{
 ready = true;
}
else
{
 ready = false;
}
notifyAll ();
}

public synchronized void setCallProgressState (boolean isCallInIdle)
{
 callInIdle = isCallInIdle;
 notifyAll ();
}

public synchronized void doAction ()
{
 if (!ready || !callInIdle)
 {
 try
 {
 wait ();
 }
 catch (Exception e)
 {
 println (" Caught Exception from wait state" + e);
 }
 }
 else
 {
 if (actionDelayMillis != 0)
 {
 println ("Pausing " + actionDelayMillis + " milliseconds before making
call ");
 flush ();
 try
 {
 wait (actionDelayMillis);
 }
 catch (Exception ex)
 {
 }
 }
 //make call after waking up, recheck the flags before making the call
 if (ready && callInIdle)
 {
 try
 {
 makecall ();
 }
 catch (Exception e)
 {
 println (" Caught Exception in MakeCall " + e + " Thread = " +
Thread.currentThread ().getName ());
 }
 }
 }
}

class ActionThread extends Thread {

```

```

 ActionThread () {
 super ("ActionThread");
 }

 public void run () {
 while (true)
 {
 doAction ();
 }
 }
}

```

## Receiver.java

```

/** * Receiver.java
 *
 * Copyright Cisco Systems, Inc.
 *
 */

import javax.telephony.*;
import javax.telephony.events.*;
import javax.telephony.callcontrol.*;
import javax.telephony.callcontrol.events.*;

public class Receiver extends Actor
{
 Address address;
 StopSignal stopSignal;
 Originator originator;

 public Receiver (Address address, Trace trace, int actionDelayMillis,
 Originator originator) {
 super (trace, address, actionDelayMillis);
 this.address = address;
 this.originator = originator;
 }

 protected final void metaEvent (CallEv [] eventList) {
 for (int i = 0; i < eventList.length; i++)
 {
 TerminalConnection tc = null;
 try
 {
 CallEv curEv = eventList[i];

 if (curEv instanceof CallCtlTermConnRingingEv)
 {
 tc = ((CallCtlTermConnRingingEv)curEv).getTerminalConnection ();
 delay ("answering");
 bufPrintln ("Answering TerminalConnection " + tc);
 tc.answer ();
 stopSignal.canStop ();
 }
 }
 catch (Exception e)
 {
 }
 }
 }
}

```

```

 bufPrintln ("Caught exception " + e);
 bufPrintln ("tc = " + tc);
 }
 finally
 {
 flush ();
 }
}

protected final void onStart () {
 stopSignal = new StopSignal ();
}

protected final void onStop () {
 stopSignal.stop ();
 Connection[] connections = address.getConnections ();
 try
 {
 if (connections != null)
 {
 for (int i = 0; i < connections.length; i++)
 {
 connections[i].disconnect ();
 }
 }
 }
 catch (Exception e)
 {
 println (" Caught Exception " + e);
 }
}

protected final void fireStateChanged () {
 originator.setReceiverState (state);
}
}

```

## StopSignal.java

```

/** * StopSignal.java
 *
 * Copyright Cisco Systems, Inc.
 *
 */

class StopSignal {
 boolean stopping = false;
 boolean stopped = false;
 synchronized boolean isStopped ()
 {
 return stopped;
 }
 synchronized boolean isStopping ()
 {
 return stopping;
 }
 synchronized void stop ()
 {

```

```

 if (!stopped)
 {
 stopping = true;
 try
 {
 wait ();
 }
 catch (InterruptedException e)
 {
 }
 }
}
synchronized void canStop ()
{
 if (stopping = true)
 {
 stopping = false;
 stopped = true;
 notify ();
 }
}
}

```

## Trace.java

```

/** * Trace.java
 *
 * Copyright Cisco Systems, Inc.
 */
public interface Trace
{
 /**
 * bufPrint (str) puts str in buffer only.
 */
 public void bufPrint (String string);

 /**
 * print () println () bufPrint and invoke flush ();
 */
 public void print (String string);
 public void print (char character);
 public void print (int integer);
 public void println (String string);
 public void println (char character);
 public void println (int integer);

 /**
 * flush out the buffer.
 */
 public void flush ();
}

```

# TraceWindow.java

```

/** * TraceWindow.java
 *
 * Copyright Cisco Systems, Inc.
 *
 */

import java.awt.*;
import java.awt.event.*;

public class TraceWindow extends Frame implements Trace
{
 TextArea textArea;
 boolean traceEnabled = true;
 StringBuffer buffer = new StringBuffer ();

 public TraceWindow (String name) {
 super (name);
 initWindow ();
 }

 public TraceWindow(){
 this("");
 }

 private void initWindow() {
 this.addWindowListener(new WindowAdapter () {
 public void windowClosing(WindowEvent e){dispose
 };}
);
 textArea = new TextArea();
 setSize(400, 400);
 add(textArea);
 setEnabled(true);
 this.show();
 }

 public final void bufPrint (String str) {
 if (traceEnabled)
 {
 buffer.append (str);
 }
 }

 public final void print (String str) {
 if (traceEnabled)
 {
 buffer.append (str);
 flush ();
 }
 }
 public final void print (char character) {
 if (traceEnabled)

```

```
{
 buffer.append (character);
 flush ();
}
}
public final void print (int integer) {
 if (traceEnabled)
 {
 buffer.append (integer);
 flush ();
 }
}
public final void println (String str) {
 if (traceEnabled)
 {
 print (str);
 print ('\n');
 flush ();
 }
}
public final void println (char character) {
 if (traceEnabled)
 {
 print (character);
 print ('\n');
 flush ();
 }
}
public final void println (int integer) {
 if (traceEnabled)
 {
 print (integer);
 print ('\n');
 flush ();
 }
}

public final void setTrace (boolean traceEnabled) {
 this.traceEnabled = traceEnabled;
}

public final void flush () {
 if (traceEnabled)
 {
 textArea.append (buffer.toString());
 buffer = new StringBuffer ();
 }
}

public final void clear () {
 textArea.setText("");
}
}
```

## Running makecall

To Invoke makecall on the client workstation, from the Windows NT command line, navigate to the **makecall** directory where JTAPI Tools directory was installed and execute the following command:

```
jview makecall <server name> <login> <password> 1000 <device 1> <device2>
```

`<server name>` specifies the hostname or IP address of your Cisco Unified Communications Manager.

`<device1>` and `<device2>` are directory numbers of IP phones. Make sure that the phones are part of the associated devices of a given user as administered in the Cisco Unified Communications Manager's directory administration.

`<login>` and `<password>` apply similarly as administered in the directory.

This will test that you have installed and configured everything correctly. The application will make calls between the two devices with an action delay of 1000 msec until terminated.





## APPENDIX **A**

# Message Sequence Charts

---

This appendix contains message sequence charts illustrating the message flows for several scenarios.

- [Agent Greeting, on page 766](#)
- [API for Exposing Built-in-Bridge Status, on page 771](#)
- [Backward Compatibility Enhancements, on page 773](#)
- [Barge and Privacy, on page 787](#)
- [Call Control Discovery, on page 790](#)
- [CallFwdAll Keys Press Notification, on page 799](#)
- [CallSelect and UnSelect, on page 802](#)
- [Cius Persistency, on page 803](#)
- [Conference and Join, on page 804](#)
- [CTI Remote Device, on page 810](#)
- [CTI RD Call Forward, on page 883](#)
- [CTI Video Support, on page 892](#)
- [Device and Line Restriction, on page 899](#)
- [Device State Server, on page 902](#)
- [Do Not Disturb, on page 902](#)
- [Dynamic CTIPort Registration Per Call, on page 908](#)
- [E911 Teleworker, on page 909](#)
- [Encryption Enhancement, on page 910](#)
- [End to End Call Tracing, on page 911](#)
- [Hunt Log Status for Phone Devices, on page 928](#)
- [Energywise Deep Sleep Mode, on page 931](#)
- [External Call Control, on page 937](#)
- [Extension Mobility Cross Cluster, on page 1004](#)
- [End to End Session ID for Calls, on page 1008](#)
- [Forced Authorization and Customer Matter Codes, on page 1019](#)
- [Hairpin Support, on page 1026](#)
- [Half Duplex Media, on page 1028](#)
- [Hunt List, on page 1028](#)
- [Hunt List Connected Number, on page 1088](#)
- [Intercom, on page 1099](#)
- [iSac Codec, on page 1106](#)
- [JTAPI Cisco Unified IP 7931G Phone Interaction, on page 1114](#)

- [Call Pickup](#), on page 1161
- [Media Termination at Route Point](#), on page 1354
- [Mobility Interaction Support](#), on page 1355
- [Modifying Calling Number](#), on page 1361
- [Silent Monitoring Use Cases](#), on page 1364
- [Native Queuing](#), on page 1377
- [Use Cases for NuRD \(Number Matching for Remote Destination\)](#), on page 1409
- [Partition Support](#), on page 1439
- [Persistent Connection Use Cases](#), on page 1445
- [Play Announcement](#), on page 1458
- [Play Zip Tone](#), on page 1492
- [QoS Support](#), on page 1493
- [QSIG Path Replacement](#), on page 1494
- [Recording Use Cases](#), on page 1496
- [Redirect Set OriginalCalledID](#), on page 1549
- [Redirect to a Device](#), on page 1551
- [Verify Remote Destination Support](#), on page 1554
- [Secure Conferencing](#), on page 1557
- [Secure Connection Enhancements](#), on page 1562
- [Secure Icon Enhancements](#), on page 1563
- [Shared Line Support](#), on page 1577
- [Single Sign-On](#), on page 1580
- [Single Step Transfer](#), on page 1581
- [SIP REPLACE](#), on page 1584
- [SIP Support](#), on page 1603
- [SIP Trunk Early Offer](#), on page 1604
- [SRTP Key Material](#), on page 1618
- [Super Provider Message Flow](#), on page 1619
- [Support for Cisco Unified IP Phone 6901](#), on page 1621
- [SHA Support for Digital Signatures](#), on page 1646
- [TLS Security](#), on page 1647
- [Transfer and Direct Transfer](#), on page 1649
- [Unicode Support](#), on page 1652
- [Unrestricted Unified CM](#), on page 1652
- [Video Capabilities and Multi-Media Information](#), on page 1653
- [Video On Hold](#), on page 1692
- [Verification Involving PSTN Reachability](#), on page 1694
- [Whisper Coaching](#), on page 1700

## Agent Greeting

The basic Agent Greeting use cases assume a common setup.

In the real-world scenario, an external customer calls a number and is routed through an IVR until the call is eventually offered to an agent.

IP Phones:

- Customer (1000)
- Agents (2000, 2001, 2002)
- IVRs (5000, 5001)

**Scenario One**

Agent Greeting Start Success

| Action                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call information / Notes                                                                                                       |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| <p><b>1.</b> Customer dials the agent.</p> | <p>GC1 - CallActiveEvent<br/>                     GC1 - ConnCreatedEvent (1000)<br/>                     GC1 - ConnConnectedEvent (1000)<br/>                     GC1 - CallCtlConnInitiatedEv (1000)<br/>                     GC1 - TermConnCreatedEvent (Term of 1000)<br/>                     GC1 - TermConnActiveEvent (Term of 1000)<br/>                     GC1 - CallCtlTermConnTalkingEv (Term of 1000)<br/>                     GC1 - CallCtlConnDialingEv (1000)<br/>                     GC1 - CallCtlConnEstablishedEv (1000)<br/>                     GC1 - ConnCreatedEvent (2000)<br/>                     GC1 - ConnInProgressEvent (2000)<br/>                     GC1 - CallCtlConnOfferedEv (2000)<br/>                     GC1 - ConnAlertingEvent (2000)<br/>                     GC1 - CallCtlConnAlertingEv (2000)<br/>                     GC1 - TermConnCreatedEvent (Term of 2000)<br/>                     GC1 - TermConnRingingEvent (Term of 2000)<br/>                     GC1 - CallCtlTermConnRingingEv (Term of 2000)<br/>                     GC1 - ConnConnectedEvent (2000)<br/>                     GC1 - CallCtlConnEstablishedEv (2000)<br/>                     GC1 - TermConnActiveEvent (Term of 2000)<br/>                     GC1 - CallCtlTermConnTalkingEv (Term of 2000)</p> | <p>This is a basic call.<br/>                     Calling = 1000 (Customer)<br/>                     Called = 2000 (Agent)</p> |

| Action                                                                                                        | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call information / Notes                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>2. Application gets the TerminalConnection for 2000 on GC1 and invokes addMediaStream("5000", "2000" )</p> | <p>GC2 - CallActiveEvent<br/>                     GC2 - ConnCreatedEvent (5000)<br/>                     GC2 - ConnInProgressEvent (5000)<br/>                     GC2 - CallCtlConnOfferedEv (5000)<br/>                     GC2 - ConnAlertingEvent (5000)<br/>                     GC2 - CallCtlConnAlertingEv (5000)<br/>                     GC2 - TermConnCreatedEvent (Term of 5000)<br/>                     GC2 - TermConnRingingEvent (Term of 5000)<br/>                     GC2 - CallCtlTermConnRingingEv (Term of 5000)<br/>                     GC2 - ConnConnectedEvent (5000)<br/>                     GC2 - CallCtlConnEstablishedEv (5000)<br/>                     GC2 - TermConnActiveEvent (Term of 5000)<br/>                     GC2 - CallCtlTermConnTalkingEv (Term of 5000)</p> <p>GC1 - CiscoMediaStreamStartedEv (2000)</p> | <p>This is a server call.<br/>                     Calling = 2000 (Agent)<br/>                     Called = 5000 (IVR)<br/>                     The Calling Party number is as specified in the addMediaStream() method ("2000" in this case), and is available immediately from the CallActiveEvent.</p> <p><b>Note</b> No connection for 2000 is created, as 2000 is "spoofed".</p> <p>Agent Greeting is complete.</p> |
| <p>3. Application disconnects IVR, or tester manually hangs up the IVR device.</p>                            | <p>GC2 - CallCtlTermConnDroppedEv (Term of 5000)<br/>                     GC2 - ConnDisconnectedEvent (5000)<br/>                     GC2 - CallCtlConnDisconnectedEv (5000)<br/>                     GC2 - CallInvalidEvent (5000)<br/>                     GC2 - CallObservationEndedEv</p> <p>GC1 - CiscoMediaStreamEndedEv (2000)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>BIB call is cleaned up.</p> <p>Ev.isSuccessful() = true.<br/>                     The call continues as normal.</p>                                                                                                                                                                                                                                                                                                   |

| Action                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                       | Call information / Notes    |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| 4. Agent finishes the conversation and ends the call | GC1 - TermConnDroppedEv (Term of 2000)<br>GC1 - CallCtlTermConnDroppedEv (Term of 2000)<br>GC1 - ConnDisconnectedEvent (2000)<br>GC1 - CallCtlConnDisconnectedEv (2000)<br>GC1 - TermConnDroppedEv (Term of 1000)<br>GC1 - CallCtlTermConnDroppedEv (Term of 1000)<br>GC1 - ConnDisconnectedEvent (1000)<br>GC1 - CallCtlConnDisconnectedEv (1000)<br>GC1 - CallInvalidEvent<br>GC1 - CallObservationEndedEv | Primary call is cleaned up. |

**Scenario Two**

Agent Greeting Stop Success

| Agent                                                                                    | Events                                                                                                                                                                                                                                     | Call information / Notes                                                                                                           |
|------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| 1. Customer calls the agent and the agent answers. Application invokes addMediaStream(). | GC1 - CiscoMediaStreamStartedEv (2000)                                                                                                                                                                                                     | Ev.getIVRCall() = Call for CG2.                                                                                                    |
| 2. While the greeting is played, the application invokes removeMediaStream().            | GC2 - CallCtlTermConnDroppedEv (Term of 5000)<br>GC2 - ConnDisconnectedEvent (5000)<br>GC2 - CallCtlConnDisconnectedEv (5000)<br>GC2 - CallInvalidEvent (5000)<br>GC2 - CallObservationEndedEv<br><br>GC1 - CiscoMediaStreamEndedEv (2000) | The Agent Greeting is cut short. The BIB call is cleaned up.<br><br>Ev.isSuccessful() = true.<br><br>The call continues as normal. |

| Agent                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call information / Notes               |
|------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| <p>3. The agent finishes the conversation and ends the call.</p> | <p>GC1 - TermConnDroppedEv (Term of 2000)<br/>                     GC1 - CallCtlTermConnDroppedEv (Term of 2000)<br/>                     GC1 - ConnDisconnectedEvent (2000)<br/>                     GC1 - CallCtlConnDisconnectedEv (2000)<br/>                     GC1 - TermConnDroppedEv (Term of 1000)<br/>                     GC1 - CallCtlTermConnDroppedEv (Term of 1000)<br/>                     GC1 - ConnDisconnectedEvent (1000)<br/>                     GC1 - CallCtlConnDisconnectedEv (1000)<br/>                     GC1 - CallInvalidEvent<br/>                     GC1 - CallObservationEndedEv</p> | <p>The primary call is cleaned up.</p> |

**Scenario Three**

Agent Greeting Start Failure: Resource Unavailable

| Agent                                                                                                             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call information / Notes                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. Customer dials the Agent</p>                                                                                | <p>GC1 - CallActiveEvent<br/>                     GC1 - ConnCreatedEvent (1000)<br/>                     GC1 - ConnConnectedEvent (1000)<br/>                     GC1 - CallCtlConnInitiatedEv (1000)<br/>                     GC1 - TermConnCreatedEvent (Term of 1000)<br/>                     GC1 - TermConnActiveEvent (Term of 1000)<br/>                     GC1 - CallCtlTermConnTalkingEv (Term of 1000)<br/>                     GC1 - CallCtlConnDialingEv (1000)<br/>                     GC1 - CallCtlConnEstablishedEv (1000)<br/>                     GC1 - ConnCreatedEvent (2000)<br/>                     GC1 - ConnInProgressEvent (2000)<br/>                     GC1 - CallCtlConnOfferedEv (2000)<br/>                     GC1 - ConnAlertingEvent (2000)<br/>                     GC1 - CallCtlConnAlertingEv (2000)<br/>                     GC1 - TermConnCreatedEvent (Term of 2000)<br/>                     GC1 - TermConnRingingEvent (Term of 2000)<br/>                     GC1 - CallCtlTermConnRingingEv (Term of 2000)<br/>                     GC1 - ConnConnectedEvent (2000)<br/>                     GC1 - CallCtlConnEstablishedEv (2000)<br/>                     GC1 - TermConnActiveEvent (Term of 2000)<br/>                     GC1 - CallCtlTermConnTalkingEv (Term of 2000)</p> | <p>This is a basic call<br/>                     Calling = 1000 (Customer)<br/>                     Called = 2000 (Agent)</p>                                                                      |
| <p>2. The application gets the TerminalConnection for 2000 on GC1 and invokes addMediaStream("5000", "2000").</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <p>No BIB call is created. JTAPI throws a ResourceUnavailableException with text as "Unable to allocate built in bridge resource".<br/><br/>                     The call continues as normal.</p> |
| <p>3. The agent finishes the conversation and ends the call.</p>                                                  | <p>GC1 - TermConnDroppedEv (Term of 2000)<br/>                     GC1 - CallCtlTermConnDroppedEv (Term of 2000)<br/>                     GC1 - ConnDisconnectedEvent (2000)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The primary call is cleaned up.</p>                                                                                                                                                             |

## API for Exposing Built-in-Bridge Status

Phone TermA, CTI port TermB, and RoutePoint TermC are in application's control list.

**Use Case One**

BIB is disabled on service parameters and device page of TermA.

| Action                         | Result                      | Call information |
|--------------------------------|-----------------------------|------------------|
| TermA.isBuiltInBridgeEnabled() | False                       |                  |
| TermB.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |
| TermC.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |

**Use Case Two**

BIB is disabled on service parameters page and enabled on device page of TermA..

| Action                         | Result                      | Call information |
|--------------------------------|-----------------------------|------------------|
| TermA.isBuiltInBridgeEnabled() | True                        |                  |
| TermB.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |
| TermC.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |

**Use Case Three**

BIB is enabled on service parameters page and disabled on device page of TermA.

| Action                         | Result                      | Call information |
|--------------------------------|-----------------------------|------------------|
| TermA.isBuiltInBridgeEnabled() | False                       |                  |
| TermB.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |
| TermC.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |

**Use Case Four**

BIB is enabled on service parameters page and set to default on device page of TermA.

| Action                         | Result                      | Call information |
|--------------------------------|-----------------------------|------------------|
| TermA.isBuiltInBridgeEnabled() | True                        |                  |
| TermB.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |
| TermC.isBuiltInBridgeEnabled() | MethodNotSupportedException |                  |

**Use Case Five**

Phone TermA is not registered. BIB is enabled on device page of TermA.



| Action                                      | Result                      | Call information |
|---------------------------------------------|-----------------------------|------------------|
| TermA.isBuiltInBridgeEnabled()              | InvalidStateException       |                  |
| Add observers and register TermB and TermC. |                             |                  |
| TermB.isBuiltInBridgeEnabled()              | MethodNotSupportedException |                  |
| TermC.isBuiltInBridgeEnabled()              | MethodNotSupportedException |                  |

## Backward Compatibility Enhancements

This feature is not expected to change the performance or scalability of Cisco Unified Communications Manager JTAPI. There is no change in the number of events between JTAPI and CTI. For features involving GCID changes this feature introduces one extra event which should not cause any performance issues.

In all cases events listed below are delivered to call observers when only one party is in control list. TERMA indicates terminal of A.

### Scenario One

A calls B, B transfers the call to C. GC1 is the call between A and B, GC2 is the consult call between B and C. Similar events are delivered for Conference and other features.

| Action                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B completes the transfer. Events to call observer on C | GC2 CiscoTransferStartEv<br>Cause: CAUSE_NORMAL<br>Reason = REASON_TRANSFER<br><br>CallActiveEv GC1<br>Cause: CAUSE_NORMAL<br>CiscoCause: CAUSE_NORMALUNSPECIFIED<br>Reason = REASON_TRANSFER<br><br>ConnCreatedEv C<br>Cause: CAUSE_NORMAL<br>CiscoCause: CAUSE_NORMALUNSPECIFIED<br>Reason = REASON_TRANSFER<br><br>ConnCreatedEv B<br>Cause: CAUSE_NORMAL<br>CiscoCause: CAUSE_NORMALUNSPECIFIED<br>Reason = REASON_TRANSFER<br><br>CiscoCallChangedEv SurvivingCall = GC1, original call = GC2<br>CiscoCause: NORMAL<br>Reason: REASON_TRANSFER |

| Action                                                         | Events |
|----------------------------------------------------------------|--------|
| Events delivered to CallObserver of B<br>(transfer controller) |        |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>ConnConnectedEv C<br/>Cause: CAUSE_NORMAL<br/>CiscoCause: CAUSE_NORMALUNSPECIFIED<br/>Reason = REASON_TRANSFER</p> <p>CallCtlConnEstablishedEv C<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_TRANSFER<br/>CiscoCause: CAUSE_NORMALUNSPECIFIED<br/>Reason = REASON_TRANSFER</p> <p>TermConnCreatedEv TERM C<br/>Cause: CAUSE_NORMAL<br/>CiscoCause: CAUSE_NORMALUNSPECIFIED<br/>Reason = REASON_TRANSFER</p> <p>TermConnActiveEv TERM C<br/>Cause: CAUSE_NORMAL<br/>CiscoCause: CAUSE_NORMALUNSPECIFIED<br/>Reason = REASON_TRANSFER</p> <p>CallCtlTermConnTalkingEv TERM C<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_TRANSFER<br/>CiscoCause: CAUSE_NORMALUNSPECIFIED<br/>Reason = REASON_TRANSFER</p> <p>ConnConnectedEv B<br/>Cause: CAUSE_NORMAL<br/>CiscoCause: CAUSE_NORMALUNSPECIFIED<br/>Reason = REASON_TRANSFER</p> <p>GC2: ConnDisconnectedEv B<br/>REASON = REASON_TRANSFER<br/>Cause: CAUSE_NORMAL</p> <p>GC2: ConnDisconnectedEv C<br/>REASON = REASON_TRANSFER<br/>Cause: CAUSE_NORMAL</p> <p>GC2: TermConnDropped TERMB<br/>REASON = REASON_TRANSFER<br/>Cause: CAUSE_NORMAL</p> <p>GC2: CallInvalid<br/>REASON = REASON_TRANSFER<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlTermConnHeldEv TERMB<br/>REASON = REASON_TRANSFER<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_NORMAL</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>GC2: ConsultCallActive<br/> REASON = NORMAL<br/> Cause:CAUSE_NEW_CALL</p> <p>GC2: ConnCreatedEv B<br/> REASON = NORMAL<br/> Cause:CAUSE_NORMAL</p> <p>GC2: ConnConnectedEv B<br/> REASON = NORMAL<br/> Cause:CAUSE_NORMAL</p> <p>GC1: ConnDisconnectedEv B<br/> REASON = REASON_TRANSFER<br/> Cause: CAUSE_UNKNOWN</p> <p>GC1: CallCtlConnDisconnectedEv B<br/> REASON = REASON_TRANSFER<br/> Cause: CAUSE_UNKNOWN<br/> CallControlCause: CAUSE_TRANSFER</p> <p>GC1: TermConnDroppedEv TERMB<br/> REASON = REASON_TRANSFER<br/> Cause: CAUSE_UNKNOWN</p> <p>GC1: CallCtlTermConnDroppedEv TERMB<br/> REASON = REASON_TRANSFER<br/> CallControlCause: CAUSE_TRANSFER</p> <p>GC1: ConnDisconnectedEv A<br/> REASON = REASON_TRANSFER</p> <p>GC1: CallCtlConnDisconnectedEv A<br/> REASON = REASON_TRANSFER<br/> CallControlCause: CAUSE_TRANSFER</p> <p>GC1: CallInvalidEv<br/> REASON = REASON_TRANSFER</p> <p>GC2: ConnDisconnectedEv C<br/> REASON = REASON_TRANSFER</p> <p>GC2: CallCtlConnDisconnectedEv C<br/> REASON = REASON_TRANSFER<br/> CallControlCause: CAUSE_TRANSFER</p> <p>GC2: TermConnDroppedEv TERMB<br/> REASON = REASON_TRANSFER</p> <p>GC2: CallCtlTermConnDroppedEv TERMB<br/> REASON = REASON_TRANSFER<br/> CallControlCause: CAUSE_TRANSFER</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>GC2: ConnDisconnectedEv B<br/>REASON = REASON_TRANSFER</p> <p>GC2: CallCtlConnDisconnectedEv B<br/>REASON = REASON_TRANSFER<br/>CallControlCause: CAUSE_TRANSFER</p> <p>GC2: CallInvalidEv<br/>REASON = REASON_TRANSFER</p> <p>GC2: CallObservationEndedEv<br/>REASON = NORMAL<br/>Cause:CAUSE_NORMAL</p> <p>GC1 CiscoTransferEndEv<br/>REASON = REASON_TRANSFER<br/>Cause: CAUSE_NORMAL</p> <p>GC2 CallObservationEndedEv<br/>REASON = NORMAL<br/>Cause:CAUSE_NORMAL</p> |

**Scenario Two**

A calls B, call = GC1. B parks the call at 99999. C unparks the call using call GC2.



| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>GC1: ConnDisconnectedEv B<br/> REASON = REASON_PARK<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv B<br/> REASON = REASON_PARK<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_PARK</p> <p>GC1: ConnCreatedEv 9999<br/> REASON = REASON_PARK<br/> Cause: CAUSE_NORMAL</p> <p>GC1: ConnInProgressEv 9999<br/> REASON = REASON_PARK<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnQueuedEv 9999<br/> REASON = REASON_PARK<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_PARK</p> <p>GC2: CiscoCallChangedEv Surviving = GC2<br/> origcall = GC1 address = A<br/> REASON = REASON_UNPARK</p> <p>CallActiveEv<br/> REASON = REASON_UNPARK<br/> Cause: CAUSE_NEW_CALL</p> <p>GC2: ConnCreatedEv A<br/> REASON = REASON_UNPARK<br/> Cause: CAUSE_NORMAL</p> <p>GC2: ConnConnectedEv A<br/> REASON = REASON_UNPARK<br/> Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlConnEstablishedEv A<br/> REASON = REASON_UNPARK<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_PARK</p> <p>GC2: TermConnCreatedEv TERMA<br/> REASON = REASON_UNPARK</p> <p>GC2: TermConnActiveEv TERMA<br/> REASON = REASON_UNPARK<br/> Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlTermConnTalkingEv TERMA<br/> REASON = REASON_UNPARK<br/> Cause: CAUSE_NORMAL</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>CallControlCause: CAUSE_PARK</p> <p>GC1: ConnDisconnectedEv 9999<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv 9995<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_PARK</p> <p>GC1: TermConnDroppedEv TERMA<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlTermConnDroppedEv TERMA<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_PARK</p> <p>GC1: ConnDisconnectedEv A<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv A<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_PARK</p> <p>GC1: CallInvalidEv<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallObservationEndedEv<br/>REASON = NORMAL<br/>Cause: CAUSE_NORMAL</p> <p>GC2: ConnCreatedEv C<br/>REASON = REASON_UNPARK<br/>Cause: CAUSE_NORMAL</p> <p>GC2: ConnConnectedEv C<br/>REASON = UNPARK<br/>Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlConnEstablishedEv C<br/>REASON = UNPARK<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_PARK</p> |



**Scenario Three**

A calls B, B has forward no answer to C. B does not answer and call is offered to C.

| Action                                  | Events |
|-----------------------------------------|--------|
| Events delivered to call observer on A. |        |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>GC1: CallActiveEv<br/> REASON = NORMAL<br/> Cause: CAUSE_NEW_CALL</p> <p>GC1: ConnCreatedEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnInitiatedEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: TermConnCreatedEv TERMA<br/> REASON = NORMAL</p> <p>GC1: TermConnActiveEv TERMA<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlTermConnTalkingEv TERMA<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDialingEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: ConnCreatedEv B<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: ConnInProgressEv B<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnOfferedEv B<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: ConnAlertingEv</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>REASON = NORMAL<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnAlertingEv B<br/>REASON = NORMAL<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_NORMAL</p> <p>GC1: ConnCreatedEv C<br/>REASON = REASON_FORWARDNOANSWER<br/>Cause: CAUSE_NORMAL</p> <p>GC1: ConnInProgressEv C<br/>REASON = REASON_FORWARDNOANSWER<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnOfferedEv C<br/>REASON = REASON_FORWARDNOANSWER<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_REDIRECTED</p> <p>GC1: ConnAlertingEv C<br/>REASON = REASON_FORWARDNOANSWER<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnAlertingEv C<br/>REASON = REASON_FORWARDNOANSWER<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_NORMAL</p> <p>GC1: ConnDisconnectedEv B<br/>REASON = REASON_FORWARDNOANSWER<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv B<br/>REASON = REASON_FORWARDNOANSWER<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_REDIRECTED</p> <p>GC1: ConnConnectedEv C<br/>REASON = NORMAL<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv C<br/>REASON = NORMAL<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_NORMAL</p> |

**Scenario Four**

A calls B, B redirects the call to C.

| Action                                  | Events |
|-----------------------------------------|--------|
| Events delivered to call observer on B. |        |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>GC1: CallActiveEv<br/> REASON = NORMAL<br/> Cause: CAUSE_NEW_CALL</p> <p>GC1: ConnCreatedEv B<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: ConnInProgressEv<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnOfferedEv B<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: ConnCreatedEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv A<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: ConnAlertingEv B<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnAlertingEv B<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: TermConnCreatedEv TERMB<br/> REASON = NORMAL<br/> Cause: Other: 0</p> <p>GC1: TermConnRinginEv TERMB<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlTermConnRinginEvImpl TERMB<br/> REASON = NORMAL<br/> Cause: CAUSE_NORMAL<br/> CallControlCause: CAUSE_NORMAL</p> <p>GC1: ConnDisconnectedEv A</p> |

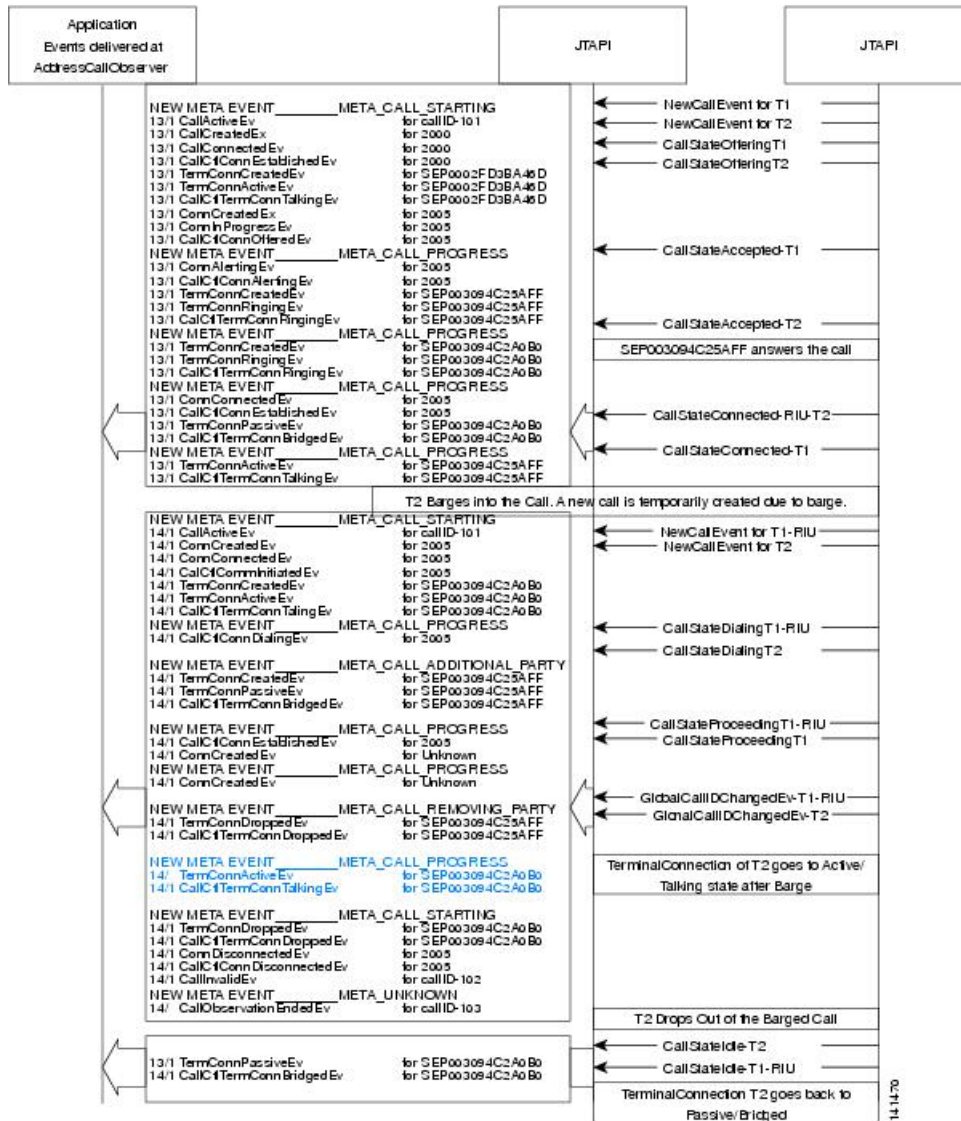
| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>REASON = REDIRECT<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv A<br/>REASON = REDIRECT<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_REDIRECTED</p> <p>GC1: TermConnDroppedEv TERMB<br/>REASON = REDIRECT<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlTermConnDroppedEv TERMB<br/>REASON = REDIRECT<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_REDIRECTED</p> <p>GC1: ConnDisconnectedEv B<br/>REASON = REDIRECT<br/>Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv B<br/>REASON = REDIRECT<br/>Cause: CAUSE_NORMAL<br/>CallControlCause: CAUSE_REDIRECTED</p> <p>GC1: CallInvalidEv<br/>REASON = REDIRECT<br/>Cause: CAUSE_NORMAL</p> |

## Barge and Privacy

The following diagrams illustrate the message flows for Barge and Privacy.

# Barge

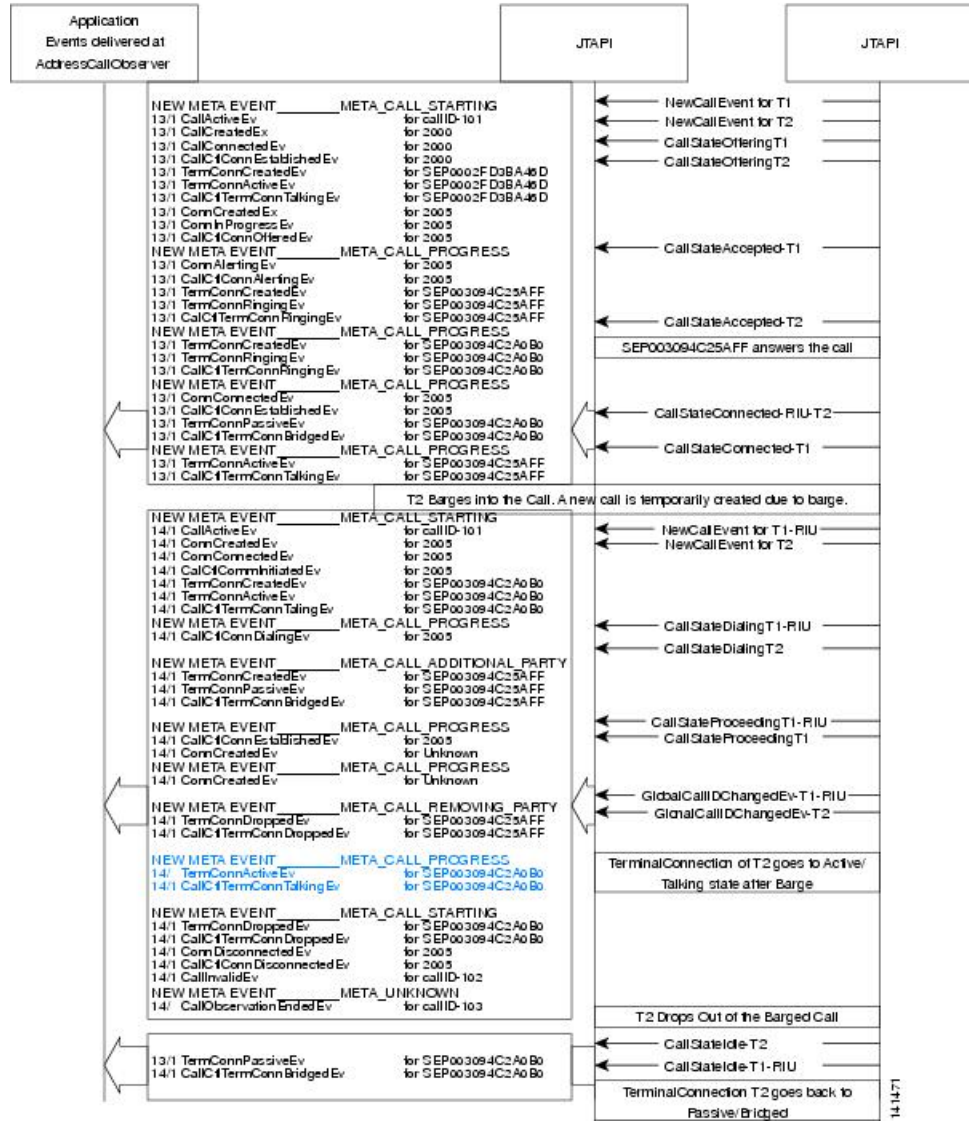
Scenario: 3005 is Shared line appearing on terminal SEP003094C25AFF (T1) and Terminal SEP00394C2A0B0(T2). 3000 makes calls to 3005, 3005-T1 answers the Call. Now T2 Barges into the Call.



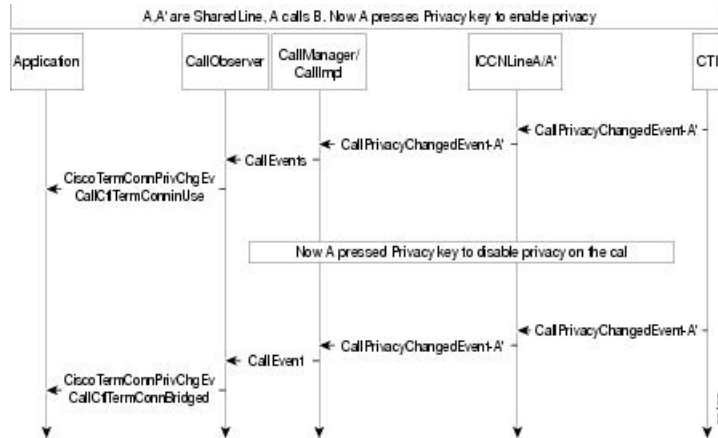


# CBarge

Scenario: 2005 is Sharedline appearing on terminal SEP003094C25AFF (T1) and Terminal SEP003094C2A0B0(T2). 2000 makes calls to 2005, 2005-T1 answers the Call. Now T2 CBarges into the Call.



# Privacy



# Call Control Discovery

## Scenario 1: A Calls 1000 in Other Cluster (SAF ICT)

| Action                                                                                                                               | Result                                                                                                                                                             | Call info                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| A dials 1000, this call is first be intercepted by CCD Requesting Feature, and CCD Requesting feature extends this call to SIP trunk | CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnDialingEv - ATermConnCreatedEv - TA<br>TermConnActiveEv -TA<br>CallCtlTermConnTalkingEv - TA |                                                                                                 |
| Called Party is 1000                                                                                                                 | ConnCreatedEv 1000<br>ConnInProgressEv 1000<br>CallCtlConnOfferedEv 1000                                                                                           | getCurrentCallingAddress() = A<br>getCurrentCalledAddress() = 1000<br>getCalledAddress() = 1000 |

**Scenario 2: A Calls B, Within Same Cluster. B Redirects the Call to 1000, Which Is in Another Cluster (SAF ICT)**

| Action                            | Result                                                                                                                                                                                                                                                                                                                                                                                             | Call info                                                                                                                      |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| A calls B within the same cluster | CallActiveEv<br>ConnCreatedEv A<br>ConnConnectedEv A<br>CallCtlConnInitiatedEv A<br>TermConnCreatedEv TA<br>TermConnActiveEv TA<br>CallCtlTermConnTalkingEv TA<br>CallCtlConnEstablishedEv A<br><br>ConnCreatedEv B<br>ConnCreatedEv B<br>CallCtlConnOfferedEv B<br>ConnAlertingEv B<br>CallCtlConnAlertingEv B<br>TermConnCreatedEv TB<br>TermConnRingingEv TB<br>CallCtlTermConnRingingEvImpl TB |                                                                                                                                |
| B redirects the call to 1000      | TermConnDroppedEv TB<br>CallCtlTermConnDroppedEv TB<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br><br>ConnCreatedEv 1000                                                                                                                                                                                                                                                               | getCurrentCallingAddress() = A<br>getCurrentCalledAddress() = 1000<br>getCalledAddress() = B<br>getLastRedirectedAddress() = B |

**Scenario 3: A Calls 1000 Which Is in the Other Cluster (SAF ICT Bandwidth Is Low)**

| Action                                                                                                                                                                                    | Result                                                                                                                                                                                                                                                                                  | Call info                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A dials 1000, this call is first intercepted by CCD Requesting Feature, and CCD Requesting feature extends this call to SIP trunk</p>                                                  | <p>CallActiveEv<br/>                     ConnCreatedEv -A<br/>                     ConnConnectedEv - A<br/>                     CallCtlConnDialingEv - ATermConnCreatedEv - TA<br/>                     TermConnActiveEv -TA<br/>                     CallCtlTermConnTalkingEv - TA</p> |                                                                                                                                                                                                                                                                                                                                                                          |
| <p>SIP trunk rejects this as bandwidth is not available</p>                                                                                                                               | <p>CallCtlConnEstablishedEv -A<br/>                     ConnCreatedEv 1000<br/>                     ConnConnectedEv 1000<br/>                     CallCtlConnOfferedEv 1000</p>                                                                                                         | <p>getCallingAddress() = A<br/>                     getCalledAddress() = 1000<br/>                     getCurrentCallingAddress() = A<br/>                     getCurrentCalledAddress() = 1000<br/>                     getLastRedirectedAddress() = ""</p>                                                                                                             |
| <p>CCD Requesting feature starts PSTN failover by directing this caller to 1000's PSTN failover number. Call is sent out to a PSTN gateway, and calling side moves to Ringback state.</p> | <p>CallCtlConnNetworkReachedEv 1000<br/>                     CallCtlConnNetworkAlertingEv 1000</p>                                                                                                                                                                                      | <p>CiscoFeatureReason = NORMAL<br/>                     CallCtlCause = CAUSE_NORMAL<br/>                     getCallingAddress() = A<br/>                     getCalledAddress() = 1000<br/>                     getCurrentCallingAddress() = A<br/>                     getCurrentCalledAddress() = 1000<br/>                     getLastRedirectedAddress() = 1000</p> |

**Scenario 4: A Calls B Within the Cluster. B Redirects the Call to 1000 (Low Bandwidth SAF ICT)**

| Action                                                                                                                                                   | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls B within the same cluster</p>                                                                                                                 | <p>CallActiveEv<br/>                     ConnCreatedEv A<br/>                     ConnConnectedEv A<br/>                     CallCtlConnInitiatedEv A<br/>                     TermConnCreatedEv TA<br/>                     TermConnActiveEv TA<br/>                     CallCtlTermConnTalkingEv TA<br/>                     CallCtlConnEstablishedEv A</p> <p>ConnCreatedEv B<br/>                     ConnCreatedEv B<br/>                     CallCtlConnOfferedEv B<br/>                     ConnAlertingEv B<br/>                     CallCtlConnAlertingEv B<br/>                     TermConnCreatedEv TB<br/>                     TermConnRingingEv TB<br/>                     CallCtlTermConnRingingEvImpl TB</p> |                                                                                                                                                                                                                                                                                                                                                     |
| <p>B redirects the call to 1000. This call is first intercepted by CCD Requesting Feature, and CCD Requesting feature extends this call to SIP trunk</p> | <p>TermConnDroppedEv TB<br/>                     CallCtlTermConnDroppedEv TB<br/>                     ConnDisconnectedEv B<br/>                     CallCtlConnDisconnectedEv B</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                     |
| <p>CCD Requesting feature starts PSTN failover by directing this caller to 1000's PSTN failover number. Call is sent out to a PSTN gateway</p>           | <p>ConnCreatedEv 1000<br/>                     ConnConnectedEv 1000</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>getCallingAddress() = A<br/>                     getCurrentCallingAddress() = A<br/>                     getCurrentCalledAddress() = 1000<br/>                     getCalledAddress() = B<br/>                     getLastRedirectedAddress() = 1000<br/>                     Reason =<br/>                     REASON_SAF_CCD_PSTN_FAILOVER</p> |

**Scenario 5: A Calls B, B Transfers the Call to 1000 (Low Bandwidth SAF ICT)**

| Action                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls B                                                                                                                                            | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TA<br>GC1 TermConnActiveEv TA<br>GC1 CallCtlTermConnTalkingEv TA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br><br>GC1 ConnCreatedEv B<br>GC1 ConnCreatedEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TB<br>GC1 TermConnRingingEv TB<br>GC1 CallCtlTermConnRingingEvImpl TB |           |
| B makes a consult call to 1000. This call is first intercepted by CCD Requesting Feature, and CCD Requesting feature extends this call to SIP trunk. | GC2 CallActiveEv<br>GC2 ConnCreatedEv B<br>GC2 ConnConnectedEv B<br>GC2 CallCtlConnInitiatedEv B<br>GC2 TermConnCreatedEv TB<br>GC2 TermConnActiveEv TB<br>GC2 CallCtlTermConnTalkingEv TB<br>GC2 CallCtlConnEstablishedEv B<br><br>GC2 ConnCreatedEv 1000<br>GC2 ConnCreatedEv 1000<br>GC2 CallCtlConnOfferedEv 1000                                                                                                                                                                            |           |

| Action                                                                                                                                                                                                                                            | Result                                                                                   | Call info                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>SIP trunk rejects this call as bandwidth is not available</p> <p>CCD Requesting feature starts PSTN failover by directing this caller to 1000's PSTN failover number (or as configured on the server). Call is sent out to a PSTN gateway.</p> | <p>GC2 CallCtlConnNetworkReachedEv 1000</p> <p>GC2 CallCtlConnNetworkAlertingEv 1000</p> | <p>CiscofeatureReason = NORMAL</p> <p>CallCtlCause = CAUSE_NORMAL</p> <p>getCurrentCallingAddress() = A</p> <p>getCurrentCalledAddress() = 1000</p> <p>getCalledAddress() = B</p> <p>getLastRedirectedAddress() = 1000</p> |

| Action                         | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info                      |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| B completes the transfer       | GC1 CiscoTermConnSelectChangedEv B<br>GC2 CiscoTermConnSelectChangedEv B<br>GC1 CiscoTransferStartedEv<br>GC2 CiscoCallChangedEv<br>GC2 CiscoCallChangedEv<br>GC1 ConnCreatedEv 1000<br>GC1 ConnAlertingEv 1000<br>GC1 CallCtlConnAlertingEv 1000<br>GC1 TermConnCreatedEv 1000<br>GC1 TermConnRingingEv 1000<br>GC1 CallCtlTermConnRingingEvImpl 1000<br>GC2 TermConnDroppedEv 1000<br>GC2 CallCtlTermConnDroppedEv 1000<br>GC2 ConnDisconnectedEv1408972 1000<br>GC2 CallCtlConnDisconnectedEv 1000<br>GC1 TermConnDroppedEv B<br>GC1 CallCtlTermConnDroppedEv B<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconnectecEv B<br>GC2 TermConnDroppedEv B<br>GC2 CallCtlTermConnDroppedEv B<br>GC2 ConnDisconnectedEv B<br>GC2 CallCtlConnDisconnectecEv B<br>GC2 CallInvalidEv<br>GC1 CiscoTransferEndEv | Reason = REASON_TRANSFEREDCALL |
| A and 1000 come in direct call | GC1 ConnConnectedEv 1000<br>GC1 CallCtlConnEstablishedEv 1000<br>GC1 termConnActiveEv 1000<br>GC1 CallCtlTermConnTalkingEv 1000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                |



**Scenario 6: A Calls B, B Consults 1000 and Adds It to Conference (Low Bandwidth SAF ICT)**

| Action                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>A calls B</p>                                                                                                                                                           | <p>GC1 CallActiveEv<br/>                     GC1 ConnCreatedEv A<br/>                     GC1 ConnConnectedEv A<br/>                     GC1 CallCtlConnInitiatedEv A<br/>                     GC1 TermConnCreatedEv TA<br/>                     GC1 TermConnActiveEv TA<br/>                     GC1 CallCtlTermConnTalkingEv TA<br/>                     GC1 CallCtlConnDialingEv A<br/>                     GC1 CallCtlConnEstablishedEv A</p> <p>GC1 ConnCreatedEv B<br/>                     GC1 ConnCreatedEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAlertingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv TB<br/>                     GC1 TermConnRinginEv TB<br/>                     GC1 CallCtlTermConnRinginEvImpl TB</p> |           |
| <p>B makes a consult call to 1000 for conference. This call is first intercepted by CCD Requesting Feature, and CCD Requesting feature extends this call to SIP trunk.</p> | <p>GC2 CallActiveEv<br/>                     GC2 ConnCreatedEv B<br/>                     GC2 ConnConnectedEv B<br/>                     GC2 CallCtlConnInitiatedEv B<br/>                     GC2 TermConnCreatedEv TB<br/>                     GC2 TermConnActiveEv TB<br/>                     GC2 CallCtlTermConnTalkingEv TB<br/>                     GC2 CallCtlConnEstablishedEv B</p> <p>GC2 ConnCreatedEv 1000<br/>                     GC2 ConnCreatedEv 1000<br/>                     GC2 CallCtlConnOfferedEv 1000</p>                                                                                                                                                                                                                                                                                                              |           |

| Action                                                                                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>SIP trunk rejects this call as no more bandwidth is available</p> <p>CCD Requesting feature starts PSTN failover by directing this caller to 1000's PSTN failover number; call is sent out to a PSTN gateway.</p> | <p>GC2 CallCtlConnNetworkReachedEv 1000</p> <p>GC2 CallCtlConnNetworkAlertingEv 1000</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>CiscofeatureReason = NORMAL</p> <p>CallCtlCause = CAUSE_NORMAL</p> <p>getCurrentCallingAddress() = A</p> <p>getCurrentCalledAddress() = 1000</p> <p>getCalledAddress() = B</p> <p>getLastRedirectedAddress() = 1000</p> |
| <p>B completes the conference</p>                                                                                                                                                                                    | <p>GC1 CiscoTermConnSelectChangedEv B</p> <p>GC2 CiscoTermConnSelectChangedEv B</p> <p>GC1 CiscoConferenceStartedEv</p> <p>GC2 termConnDroppedEv B</p> <p>GC2 CallCtlTermConnDroppedEv B</p> <p>Gc2 ConnDisconnectedEv B</p> <p>GC2 CallCtlConnDisConnectedEv B</p> <p>GC1 CallCtlTermConnTalkingEv B</p> <p>GC2 CiscoCallChangedEv</p> <p>GC1 ConnCreatedEv 1000</p> <p>GC1 ConConnectedEv 1000</p> <p>GC1 CallCtlConnEstablishedEv 1000</p> <p>GC1 TermConnCreatedEv 1000</p> <p>GC1 TermConnActiveEv 1000</p> <p>GC1 CallCtlTermConnTalkingEv 1000</p> <p>GC2 TermConnDroppedEv 1000</p> <p>GC2 CallCtlTermConnDroppedEv 1000</p> <p>GC2 ConnDisconnectedEv 1000</p> <p>GC2 CallCtlConnDisconnectedEv 1000</p> <p>GC2 CallInvalidEv</p> <p>GC1 CiscoTermConnSelectChangedEv B</p> <p>GC1 CiscoTermConnSelectChangedEv B</p> | <p>Reason = REASON_CONFERENCE</p>                                                                                                                                                                                          |

# CallFwdAll Keys Press Notification

## (Scenario 1): Application Is Observing A; A Goes Off-Hook

| Action                  | Result                                                                                                                                                                          | Call info                                                                                                                                                                    |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application observes A. | CiscoAddrInServiceEv – A                                                                                                                                                        |                                                                                                                                                                              |
| A goes off-hook.        | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv –TA<br>CallCtlTermConnTalkingEv –TA | TermConnActiveEv-TA.<br>getCall().getCFWDAllKeyPressIndicator() returns<br>CiscoCall.CFWD_ALL_NONE<br><br>currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL |

## (Scenario 2): A Goes Off-Hook; Application Starts Observing A

| Action                         | Result                                                                                                                                                                                                          | Call info                                                                                                                                                                          |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A goes off-hook                | No Event is delivered                                                                                                                                                                                           |                                                                                                                                                                                    |
| Application starts observing A | CiscoAddrInServiceEv – A<br><br>GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv –TA<br>CallCtlTermConnTalkingEv –TA | TermConnActiveEv-TA.<br>getCall().getCFWDAllKeyPressIndicator() returns<br>CiscoCall.CFWD_ALL_NONE<br><br>currentCalling = A<br>currentCalled = null<br><br>CAUSE = CAUSE_SNAPSHOT |

## (Scenario 3): Application Is Observing A; User Presses CFwdAll Soft Key on Phone A in On-Hook State

| Action                  | Result                   | Call info |
|-------------------------|--------------------------|-----------|
| Application observes A. | CiscoAddrInServiceEv – A |           |

| Action                                   | Result                                                                                                                                                                          | Call info                                                                                                                                                                    |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User presses CFwdAll soft key on phone A | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv -TA<br>CallCtlTermConnTalkingEv -TA | TermConnActiveEv-TA.<br>getCall().getCFWDAllKeyPressIndicator() returns CiscoCall.CFWD_ALL_SET<br><br>currentCalling = A<br>currentCalled = null<br><br>CAUSE = CAUSE_NORMAL |

**(Scenario 4): User Presses CFwdAll Soft Key on Phone A Goes in On-Hook State; Application Starts Observing A**

| Action                                   | Result                                                                                                                                                                          | Call info                                                                                                                                                                      |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User presses CFwdAll soft key on phone A | No event is delivered                                                                                                                                                           |                                                                                                                                                                                |
| Application starts observing A           | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv -TA<br>CallCtlTermConnTalkingEv -TA | TermConnActiveEv-TA.<br>getCall().getCFWDAllKeyPressIndicator() returns CiscoCall.CFWD_ALL_SET<br><br>currentCalling = A<br>currentCalled = null<br><br>CAUSE = CAUSE_SNAPSHOT |

**(Scenario 5): Application Is Observing A; A Goes Off-Hook and Presses CFwdAll Soft Key**

| Action                  | Result                   | Call info |
|-------------------------|--------------------------|-----------|
| Application observes A. | CiscoAddrInServiceEv - A |           |

| Action                     | Result                                                                                                                                                                          | Call info                                                                                                                                                                        |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A goes off-hook.           | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv –TA<br>CallCtlTermConnTalkingEv –TA | TermConnActiveEv-TA.<br>getCall().getCFWDAllKeyPressIndicator() returns<br>CiscoCall_CFWD_ALL_NONE<br><br>currentCalling = A<br>currentCalled = null<br><br>CAUSE = CAUSE_NORMAL |
| A presses CFwdAll soft key | No Event is delivered                                                                                                                                                           |                                                                                                                                                                                  |

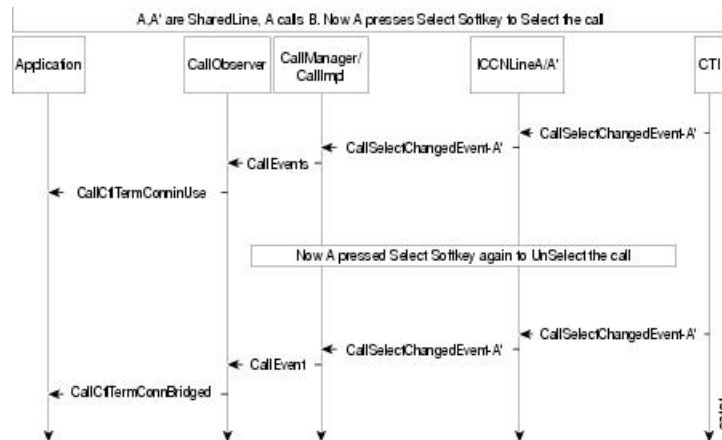
**(Scenario 6): Application Is Observing A; User Presses CFwdAll Key on Phone A and Dial 9999(B) to Set the CFA Destination as B; User Then Presses CFwdAll Soft Key Again to Cancel the CallFwdAll**

| Action                                   | Result                                                                                                                                                                          | Call info                                                                                                                                                                       |
|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application observes A.                  | CiscoAddrInServiceEv – A                                                                                                                                                        |                                                                                                                                                                                 |
| User presses CFwdAll soft key on phone A | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv – A<br>TermConnCreatedEv – TA<br>TermConnActiveEv –TA<br>CallCtlTermConnTalkingEv –TA | TermConnActiveEv-TA.<br>getCall().getCFWDAllKeyPressIndicator() returns<br>CiscoCall.CFWD_ALL_SET<br><br>currentCalling = A<br>currentCalled = null<br><br>CAUSE = CAUSE_NORMAL |

| Action                                                 | Result                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                              |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User dials B to set CFA destination as B               | GC1:<br>CallCtlConnDialingEv – A<br><br>CallCtlConnEstablishedEv – A<br><br>TermConnDroppedEv – TA<br>CallCtlTermConnDroppedEv – TA<br>ConnDisconnectedEv – A<br>CallCtlConnDisconnectedEv – A<br>CallInvalidEv                                                                                                        | currentCalling = A<br>currentCalled = null<br><br>currentCalling = A<br>currentCalled = B<br><br>CAUSE = CAUSE_NORMAL                                                                  |
| User presses CFwdAll soft key on phone A to cancel CFA | GC2:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv –TA<br>CallCtlTermConnTalkingEv –TA<br>TermConnDroppedEv – TA<br>CallCtlTermConnDroppedEv – TA<br>ConnDisconnectedEv – A<br>CallCtlConnDisconnectedEv – A<br>CallInvalidEv | (GC2)TermConnActiveEv-TA.<br>getCall().getCFWDAllKeyPressIndicator() returns<br>CiscoCall.CFWD_ALL_CLEAR<br><br>currentCalling = A<br>currentCalled = null<br><br>CAUSE = CAUSE_NORMAL |

## CallSelect and UnSelect

The following diagram illustrates the message flows for CallSelect and UnSelect.



# Cius Persistency

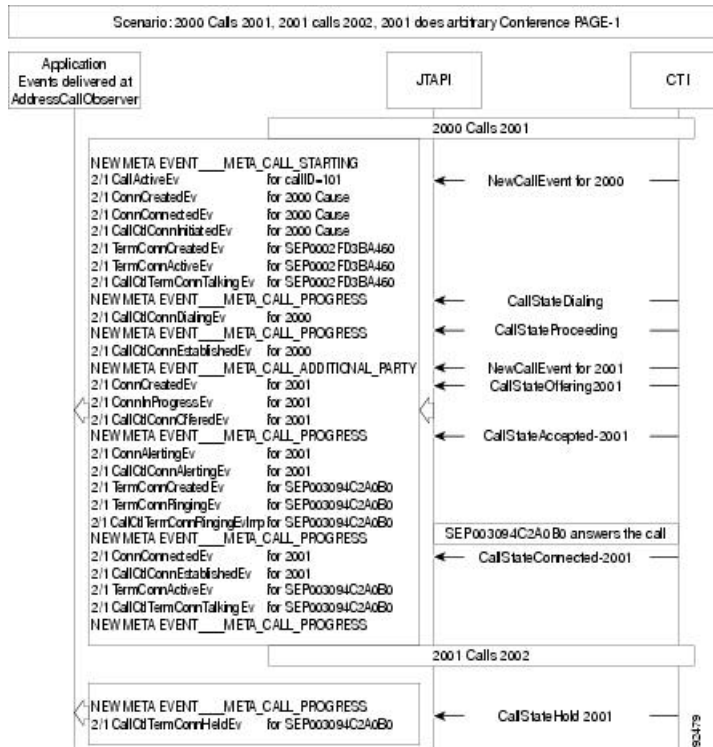
## Use Cases for Cius Persistency

| Usecase                                                                                                           | Events on Provider observer               | Info                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application has a wireless device TermA in its control list which is registered with IPv4 address 1.1.1.1         | ProvInServiceEv                           | <code>((CiscoTerminal)(Provider.getTerminal(TermA))).getIPV4Address() = 1.1.1.1</code>                                                                                                                                                            |
| The device moves from one WiFi N/W to another resulting in the change in the IPv4 address from 1.1.1.1 to 2.2.2.2 | CiscoProvTerminalIPAddressChangedEv TermA | <code>Ev.getIPAddressingMode() = CiscoTerminal.IP_ADDRESSING_MODE_IPV4</code><br><code>Ev.getIPV4Address() = 2.2.2.2</code><br><code>((CiscoTerminal)(Ev.getTerminal()).getIP4Address() = 2.2.2.2</code>                                          |
| The device moves from a IPv4 n/w to a Ipv6 n/w With new ip as 1::1                                                | CiscoProvTerminalIPAddressChangedEv TermA | <code>Ev.getIPAddressingMode() = CiscoTerminal.IP_ADDRESSING_MODE_IPV6</code><br><code>Ev.getIPV6Address() = 1::1</code><br><code>((CiscoTerminal)(Ev.getTerminal()).getIP6Address() = 1::1</code>                                                |
| The Device is docked on a base station connected to the ethernet resulting in a change in IP address to 3.3.3.3   | CiscoProvTerminalIPAddressChangedEv TermA | <code>Ev.getIPAddressingMode() = CiscoTerminal.IP_ADDRESSING_MODE_IPV4</code><br><code>Ev.getIPV4Address() = 3.3.3.3</code><br><code>Ev.getTerminal() = TermA</code><br><code>((CiscoTerminal)(Ev.getTerminal()).getIP4Address() = 3.3.3.3</code> |

# Conference and Join

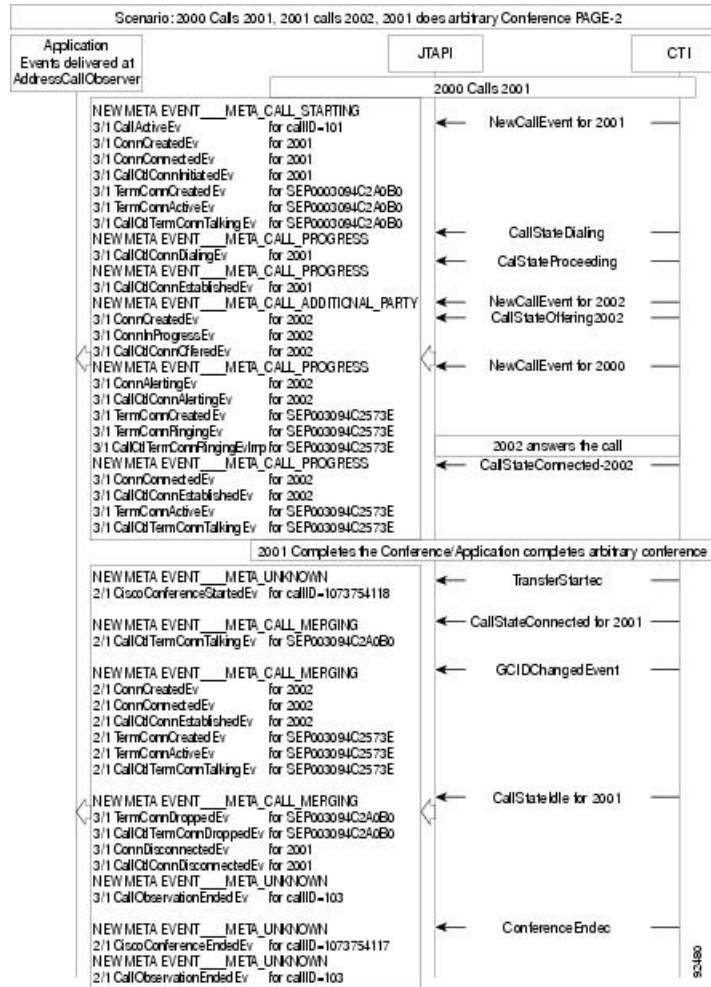
The following diagrams illustrate the message flows for Conference and Join.

## Join/Arbitrary Conference





### Join/Arbitrary Conference—Page 2



## Consult Conference

The message flow for Consult Conference acts the same as the flow for Arbitrary Conference.

## Join Across Lines with Enhancements

The message flows for Join Across Lines with Enhancements are described in following tables. A, C, D, E and F are addresses on different terminals. B1 and B2 are addresses on the same terminal, TermB.

| Action                                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application conferences the two calls on B1 and B2 by invoking GC1.conference(GC2) to chain two conference calls.</p> | <p><b>Events to CallObserver of A, C and B1:</b></p> <p>TermConnActiveEv TermB GC1</p> <p>CallCtlTermConnTalkingEv TermB GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-2 GC1</p> <p>ConnConnectedEv Conference-2 GC1</p> <p>CallCtlConnEstablishedEv Conference-2 GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv GC1</p> <p>Ev.getAddedConnection will return connection for Conference-2</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-2</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC1</p> <hr/> <p><b>Event for CallObserver at B2, D &amp; E:</b></p> <p>ConnDisconnectedEv B2 GC2 Cause = NORMAL</p> <p>CallCtlConnDisconnectedEv B2 GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>TermConnDroppedEv TermB GC2 Cause = NORMAL</p> <p>CallCtlTermConnDroppedEv TermB GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC2</p> <p>ConnConnectedEv Conference-1 GC2</p> <p>CallCtlConnEstablishedEv Conference-1 GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC2</p> <p>Ev.getAddedConnection will return connection of Conference-1</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-1 &amp; Conference-2</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC1 &amp; GC2</p> |

| Action                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application invokes GC2.conference (GC1) to chain two conference calls.</p> | <p><b>Event for CallObserver at B2, D &amp; E:</b></p> <p>TermConnActiveEv TermB GC2</p> <p>CallCtlTermConnTalkingEv TermB GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC2</p> <p>ConnConnectedEv Conference-1 GC2</p> <p>CallCtlConnEstablishedEv Conference-1 GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC2</p> <p>Ev.getAddedConnection will return connection for Conference-1</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-1</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC2</p> <hr/> <p><b>Events for CallObservers at A, B1 &amp; C:</b></p> <p>ConnDisconnectedEv B1 GC1 Cause = NORMAL</p> <p>CallCtlConnDisconnectedEv B1 GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>TermConnDroppedEv TermB GC1 Cause = NORMAL</p> <p>CallCtlTermConnDroppedEv TermB GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-2 GC1</p> <p>ConnConnectedEv Conference-2 GC1</p> <p>CallCtlConnEstablishedEv Conference-2 GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC1</p> <p>Ev.getAddedConnection will return connection for Conference-2</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-2</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC1</p> |

| Action                                                                                                                                                                                                                           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A, B1, C are in conference-1 (GC1), B1, D, E are in conference-2 (GC2), B2, F, G are in conference-3 (GC-3)</p> <p>Application completes conference at C by initiating GC1.conference(GC2, GC3) setting B1 as controller.</p> | <p><b>Event for CallObserver at A, B1 &amp; C:</b></p> <p>TermConnActiveEv TermB GC1</p> <p>CallCtlTermConnTalkingEv TermB GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-2 GC1</p> <p>ConnConnectedEv Conference-2 GC1</p> <p>CallCtlConnEstablishedEv Conference-2 GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv - GC1</p> <p>Ev.getAddedConnection will return connection for Conference-2</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-2</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC1</p> <p>TermConnDroppedEv TermB GC2</p> <p>CallCtlTermConnDroppedEv TermB GC2</p> <p>ConnCreatedEv Conference-3 GC1</p> <p>ConnConnectedEv Conference-3 GC1</p> <p>CallCtlConnEstablishedEv Conference-3 GC1 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv - GC1</p> <p>Ev.getAddedConnection will return connection for Conference-3</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-2 &amp; Conference-3</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC2 &amp; GC3</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p><b>Event for CallObserver at B1, D &amp; E:</b></p> <p>ConnDisconnectedEv B1 GC2 Cause = NORMAL</p> <p>CallCtlConnDisconnectedEv B1 GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>TermConnDroppedEv TermB GC2 Cause = NORMAL</p> <p>CallCtlTermConnDroppedEv TermB GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC2</p> <p>ConnConnectedEv Conference-1 GC2</p> <p>CallCtlConnEstablishedEv Conference-1 GC2 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC2</p> <p>Ev.getAddedConnection will return connection for Conference-1</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-1-GC2</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC2</p> <hr/> <p><b>Event for CallObserver at B2, F &amp; G:</b></p> <p>ConnDisconnectedEv B2 GC3 Cause = NORMAL</p> <p>CallCtlConnDisconnectedEv B2 GC3 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>TermConnDroppedEv TermB GC3 Cause = NORMAL</p> <p>CallCtlTermConnDroppedEv TermB GC3 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC3</p> <p>ConnConnectedEv Conference-1 GC3</p> <p>CallCtlConnEstablishedEv Conference-1 GC3 Cause = NORMAL, callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv - GC3</p> <p>Ev.getAddedConnection will return connection for Conference-1</p> <p>Ev.getConferenceChain().getChainedConferenceConnections() will return connections of Conference-1</p> <p>Ev.getConferenceChain().getChainedConferenceCalls() will return GC3</p> |

| Action                                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application sets the requestor as B2 and calls GC2.conference(GC1) getControllerAddress() returns B2. getOriginalControllerAddress() returns B1.</p> | <p>A</p> <p>CiscoConferenceStartEv<br/>           CallCtlTermConnTalkingEv TermB GC1<br/>           ConnCreatedEv D GC1<br/>           ConnConnectedEv D GC1<br/>           CallCtlTermConnDroppedEv TermB GC2<br/>           CiscoConferenceEndEv</p> <p>B1</p> <p>CallCtlTermConnHeldEv TermB GC1<br/>           CiscoConferenceStartEv<br/>           CallCtlTermConnTalkingEv TermB GC1<br/>           ConnCreatedEv D<br/>           ConnConnectedEv<br/>           CiscoConferenceEndEv</p> <p>B2</p> <p>ConnDisconnectedEv B GC2<br/>           CallCtlTermConnHeldEv TermB GC2</p> <p>D</p> <p>CallActiveEv GC2<br/>           ConnAlertingEv D GC2<br/>           ConnConnectedEv D GC2<br/>           CiscoConferenceStartEv<br/>           TermConnDroppedEv TermB GC2<br/>           CallActiveEv GC1<br/>           CiscoCallChangedEv<br/>           TermConnTalkingEv TermB GC1<br/>           TermConnDroppedEv TermD GC2<br/>           CallObservationEndedEv GC2<br/>           CiscoConferenceEndEv</p> |
| <p>If application uses B1 as request controller in the above setup getControllerAddress() returns B1. getOriginalControllerAddress() returns B1.</p>    | <p>Events are same as above</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

## CTI Remote Device

### Use Cases

- Group 1: Get/Add/Remove/Update on Remote Destinations
- Group 2: CTIRD Incoming/Outgoing/Disconnect/Redirect/Hold/Resume and shared-line call scenarios)
- Group 3 (CUCSF registration and unregistration, for Normal SIP mode <-> Extend mode, and terminal switching scenarios
- Group 4: Set/Reset Active Remote Destination scenarios
- Group 5: CTIRD Transfer/Conference/Multiple-Calls call scenarios

- Group 6: CTIRD URI-Dialing basic Incoming & Outgoing DVO call scenarios

## CTI Remote Device Use Cases Group 1

### Scenario 1-1 (Expose All RDs Information on a CTI Remote Device to Application)

User1 has "CTI Remote Device A" in the control list. User invokes CiscoRemoteTerminal.getAllRemoteDestinations() on terminal A.

| Action                                                                 | Events          | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                     | ProvInServiceEv |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| User1 invokes CiscoRemoteTerminal.getAllRemoteDestinations() on TermA. |                 | TermA.getAllRemoteDestinations() = CiscoRemoteDestinationInfo[2].<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"<br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"<br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true<br><br>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"<br>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"<br>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false |

### Use Cases Group 1: Get/Add/Remove/Update on Remote Destinations

Pre-conditions on Use Cases group 1 below with default jtapi.ini settings, unless specified explicitly:

- Provider is IN\_SERVICE state.
- Device A (CTI Remote Device - Name: "CTIRD-A", Line A (DN: 1000))
- Remote Destination 1 (Name: "RD1-A", Number: "4081001111", Active RD: true)
- Remote Destination 2 (Name: "RD2-A", Number: "4081002222", Active RD: false)
- Device B (IP Phone - Name: "SEP000DED47D023", Line B (DN: 2000))
- Device C (CTI Remote Device - Name: "CTIRD-C", Line C (DN: 3000))
- No Remote Destination configured.

**Scenario 1-2 (Expose Active RDs Information on a CTI Remote Device to Application)**

User1 has "CTI Remote Device A" in the control list. User invokes CiscoRemoteTerminal.getActiveRemoteDestinations() on terminal A.

| Action                                                                    | Events          | Call info                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                        | ProvInServiceEv |                                                                                                                                                                                                                                                                                             |
| User1 invokes CiscoRemoteTerminal.getActiveRemoteDestinations() on TermA. |                 | TermA.getActiveRemoteDestinations() = CiscoRemoteDestinationInfo[1].<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"<br><br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true |

**Scenario 1-3 (Fetch RD Information on a CTI Remote Device That Has No RD Configured)**

User1 has "CTI Remote Device C" in the control list. User invokes CiscoRemoteTerminal.getAllRemoteDestinations() on terminal C.

| Action                                                                 | Events          | Call info                                |
|------------------------------------------------------------------------|-----------------|------------------------------------------|
| User1 opens Provider and adds a provider observer.                     | ProvInServiceEv |                                          |
| User1 invokes CiscoRemoteTerminal.getAllRemoteDestinations() on TermC. |                 | TermC.getAllRemoteDestinations() = null. |

**Scenario 1-4 (Fetch RD Information on a 'Non-CTI Remote Device')**

User1 has "Device B" IP Phone in the control list. User invokes CiscoRemoteTerminal.getAllRemoteDestinations() on terminal B.

| Action                                                                 | Events          | Call info                                |
|------------------------------------------------------------------------|-----------------|------------------------------------------|
| User1 opens Provider and adds a provider observer.                     | ProvInServiceEv |                                          |
| User1 invokes CiscoRemoteTerminal.getAllRemoteDestinations() on TermB. |                 | TermB.getAllRemoteDestinations() = null. |



**Scenario 1-5 (Fetch Active RD Information on a CTI Remote Device That Has No Active RD Configured)**

User1 has "CTI Remote Device C" in the control list. User invokes CiscoRemoteTerminal.getActiveRemoteDestinations() on terminal C.

| Action                                                                 | Events          | Call info                                   |
|------------------------------------------------------------------------|-----------------|---------------------------------------------|
| User1 opens Provider and adds a provider observer.                     | ProvInServiceEv |                                             |
| User1 invokes CiscoRemoteTerminal.getAllRemoteDestinations() on TermC. |                 | TermC.getActiveRemoteDestinations() = null. |

**Scenario 1-6 (Set a Non-Active RD as a New Active RD on a 'CTI Remote Device', Where There Is Already an Existing Active RD for This Device)**

User1 has "CTI Remote Device A" in the control list. User invokes CiscoRemoteTerminal.setActiveRemoteDestination("4081002222", true) on terminal A.

| Action                                                                                     | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                         | ProvInServiceEv                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination("4081002222", true) on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | CiscoProvTerminalRemoteDestinationChangedEv.<br>getRemoteDestinations() = CiscoRemoteDestinationInfo[2].<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"<br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"<br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = false<br>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"<br>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"<br>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false |

| Action | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv. getRemoteDestinations() = CiscoRemoteDestinationInfo[2].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"  CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"  CiscoRemoteDestinationInfo[0].getIsActiveRD() = false  CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"  CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"  CiscoRemoteDestinationInfo[1].getIsActiveRD() = true                     </pre> |

**Scenario 1-7 (Add a New Non-Active RD on a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes addRemoteDestination("RD3-A", "4081003333", false) on terminal A.

| Action                                             | Events          | Call info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                         | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoRemoteTerminal.addRemoteDestination("RD3-A", "4081003333", false) on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv. getRemoteDestinations() = CiscoRemoteDestinationInfo[3].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"  CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"  CiscoRemoteDestinationInfo[0].getIsActiveRD() = true  CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"  CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"  CiscoRemoteDestinationInfo[1].getIsActiveRD() = false  CiscoRemoteDestinationInfo[2].getRemoteDestinationName() = "RD3-A"  CiscoRemoteDestinationInfo[2].getRemoteDestinationNumber() = "4081003333"  CiscoRemoteDestinationInfo[2].getIsActiveRD() = false                     </pre> |

**Scenario 1-8 (Add a New Active RD on a 'CTI Remote Device', with Another Existing Active RD)**

User1 has "CTI Remote Device A" in the control list. User invokes addRemoteDestination("RD3-A", "4081003333", true) on terminal A.

| Action                                             | Events          | Call info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                         | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoRemoteTerminal.addRemoteDestination ("RD3-A", "4081003333", true) on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[2].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"  CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"  CiscoRemoteDestinationInfo[0].getIsActiveRD() = false  CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"  CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"  CiscoRemoteDestinationInfo[1].getIsActiveRD() = false                     </pre>                                                                                                                                                                                                      |
|                                                                                                | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[3].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"  CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"  CiscoRemoteDestinationInfo[0].getIsActiveRD() = false  CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"  CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"  CiscoRemoteDestinationInfo[1].getIsActiveRD() = false  CiscoRemoteDestinationInfo[2].getRemoteDestinationName() = "RD3-A"  CiscoRemoteDestinationInfo[2].getRemoteDestinationNumber() = "4081003333"  CiscoRemoteDestinationInfo[2].getIsActiveRD() = true                     </pre> |

**Scenario 1-9 (Add a New RD on a 'CTI Remote Device' with a Number That Is the Same as Another Existing RD's Number)**

User1 has "CTI Remote Device A" in the control list. User invokes addRemoteDestination("RD3-A", "4081003333", false) on terminal A.

| Action                                                                                           | Events                                                                                         | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                               | ProvInServiceEv                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| User1 invokes CiscoRemoteTerminal.addRemoteDestination("AnyName", "4081002222", false) on TermA. | Caught exception: com.cisco.jtapi.PlatformException Impl: Duplicated Remote Destination Number | <p>Let 'ex' be an instance of PlatformException:</p> <pre>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_DUPLICATED_REMOTE_DESTINATION_NUMBER.</pre> <p>TermA.getAllRemoteDestinations() = CiscoRemoteDestinationInfo[2].</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"</p> <p>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"</p> <p>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false</p> |

**Scenario 1-10 (Remove a RD From a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes removeRemoteDestination("4081002222") on terminal A.

| Action                                                                            | Events                                      | Call info                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                | ProvInServiceEv                             |                                                                                                                                                                                                                                                                                                                                        |
| User1 invokes CiscoRemoteTerminal.removeRemoteDestination("4081002222") on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | <pre>CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[1].</pre> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"</p> <p>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true</p> |

**Scenario 1-11 (Remove All RD(s) From a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes removeAllRemoteDestinations() on terminal A.



**Note** JTAPI will loop through the terminal/device's existing remote destinations one by one, so the total number of CiscoProvTerminalRemoteDestinationChangedEv sent to an application should be the same number of available remote destinations being removed. And the order and content of each event can vary, depending on how each remote destination is stored in JTAPI's local cache RD list.

| Action                                                                    | Events                                      | Call info                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                        | ProvInServiceEv                             |                                                                                                                                                                                                                                                                                                                              |
| User1 invokes CiscoRemoteTerminal.removeAllRemoteDestinations() on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[1].<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD2-A"<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081002222"<br><br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = false |
|                                                                           | CiscoProvTerminalRemoteDestinationChangedEv | CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = null.                                                                                                                                                                                                                                                  |

**Scenario 1-12 (Update a RD Name on a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes updateRemoteDestinationName("4081001111", "MyHome") on terminal A.

| Action                                             | Events          | Call info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                           | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoRemoteTerminal.updateRemoteDestinationName ("4081001111", "MyHome") on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[2].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "MyHome" CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111" CiscoRemoteDestinationInfo[0].getIsActiveRD() = true CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A" CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222" CiscoRemoteDestinationInfo[1].getIsActiveRD() = false                     </pre> |

**Scenario 1-13 (Update a RD Number on a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes updateRemoteDestinationNumber ("4081001111", "6268210080") on terminal A.

| Action                                                                                               | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                   | ProvInServiceEv                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| User1 invokes CiscoRemoteTerminal.updateRemoteDestinationName ("4081001111", "6268210080") on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[2].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A" CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "6268210080" CiscoRemoteDestinationInfo[0].getIsActiveRD() = true CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A" CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222" CiscoRemoteDestinationInfo[1].getIsActiveRD() = false                     </pre> |

**Scenario 1-14 (Add a New RD with an Invalid RD Number on a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes addRemoteDestination ("iPhone5", "IAmNotANumber", true) on terminal A.

| Action                                                                                              | Events                                                                                                  | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                  | ProvInServiceEv                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| User1 invokes CiscoRemoteTerminal.addRemoteDestination ("iPhone5", "IAmNotANumber", true) on TermA. | Caught exception:<br>com.cisco.jtapi.<br>PlatformExceptionImpl:<br>Invalid Remote Destination<br>Number | Let 'ex' be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>CTIERR_INVALID_REMOTE_DESTINATION_NUMBER.<br><br>TermA.getAllRemoteDestinations() = CiscoRemoteDestinationInfo[2].<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"<br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() =<br>"4081001111"<br><br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true<br>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"<br>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() =<br>"4081002222"<br><br>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false |

**Scenario 1-15 (Update RD Name with an Invalid/Not-Associated RD Number on a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes updateRemoteDestinationName ("4085268222", "MyBossOffice") on terminal A.

| Action                                             | Events          | Call info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                 | Events                                                                                     | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoRemoteTerminal.updateRemoteDestinationName ("4085268222", "MyBossOffice") on TermA. | Caught exception: com.cisco.jtapi.PlatformExceptionImpl: Invalid Remote Destination Number | <p>Let 'ex' be an instance of PlatformException:</p> <pre>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_INVALID_REMOTE_DESTINATION_NUMBER.</pre> <p>TermA.getAllRemoteDestinations() = CiscoRemoteDestinationInfo[2].</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"</p> <p>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"</p> <p>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false</p> |

**Scenario 1-16 (Update RD Name with a Null RD Number on a 'CTI Remote Device')**

User1 has "CTI Remote Device A" in the control list. User invokes updateRemoteDestinationName (null, "MyBossOffice") on terminal A.

| Action                                                                                         | Events                                                                                                                                           | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                             | ProvInServiceEv                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| User1 invokes CiscoRemoteTerminal.updateRemoteDestinationName (null, "MyBossOffice") on TermA. | Caught exception: com.cisco.jtapi.InvalidArgument ExceptionImpl: Invalid Remote Destination Number/Name (updateRemoteDestinationName parameter). | <p>TermA.getAllRemoteDestinations() = CiscoRemoteDestinationInfo[2].</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"</p> <p>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"</p> <p>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false</p> |

**Scenario 1-17 (Clear an Existing Active RD as a Non-Active RD on a 'CTI Remote Device')**

Explicit Pre-condition: (RD1-A: "4081001111", True; RD2-A: "4081002222", False; RD3-A: "4081003333", False)

User1 has "CTI Remote Device A" in the control list. User invokes CiscoRemoteTerminal.setActiveRemoteDestination("4081001111", false) on terminal A.

| Action                                                                                      | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                          | ProvInServiceEv                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
| User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination("4081001111", false) on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | <p>CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[3].</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD1-A"</p> <p>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"</p> <p>CiscoRemoteDestinationInfo[0].getIsActiveRD() = false</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"</p> <p>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"</p> <p>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false</p> <p>CiscoRemoteDestinationInfo[2].getRemoteDestinationName() = "RD3-A"</p> <p>CiscoRemoteDestinationInfo[2].getRemoteDestinationNumber() = "4081003333"</p> <p>CiscoRemoteDestinationInfo[2].getIsActiveRD() = false</p> |

**Scenario 1-18 (Remove All RD(s) From a 'CTI Remote Device')**

User1 Has "CTI Remote Device C" in the Control List. User Invokes removeAllRemoteDestinations() on Terminal C.

| Action                                                                    | Events          | Call info5                                                                                                                                                       |
|---------------------------------------------------------------------------|-----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                        | ProvInServiceEv |                                                                                                                                                                  |
| User1 invokes CiscoRemoteTerminal.removeAllRemoteDestinations() on TermC. |                 | <p><b>Note</b> Nothing is removed as there is no RD on this device. JTAPI won't be sending any request to CTI. No CiscoJtapiException will be thrown either.</p> |

**Scenario 1-19 (Remove All 5 RD(s) From a 'CTI Remote Device')**

Explicit Pre-condition: RD1-A: "4081001111", true; RD2-A: "4081002222", false; RD3-A: "4081003333", false; RD4-A: "4081004444", false; RD5-A: "4081005555", false.

User1 has "CTI Remote Device A" in the control list. User invokes removeAllRemoteDestinations() on terminal A.

Note that JTAPI will loop through the terminal/device's existing remote destinations one by one, so the total number of CiscoProvTerminalRemoteDestinationChangedEv sent to an application should be the same number of available remote destinations being removed. And the order and content of each event can vary, depending on how each remote destination is stored in JTAPI's local cache RD list.

Also note currently there is no checking in JTAPI to limit only up to 5 RDs per CTI Remote Device. If application tries to add a new RD to an existing CTI Remote Device that already has 5 RDs, JTAPI will simply send the add request to CTI and let it decide on pass/fail.

| Action                                                                    | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                        | ProvInServiceEv                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| User1 invokes CiscoRemoteTerminal.removeAllRemoteDestinations() on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[4].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD2-A" CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081002222" CiscoRemoteDestinationInfo[0].getIsActiveRD() = false CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD3-A" CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081003333" CiscoRemoteDestinationInfo[1].getIsActiveRD() = false CiscoRemoteDestinationInfo[2].getRemoteDestinationName() = "RD4-A" CiscoRemoteDestinationInfo[2].getRemoteDestinationNumber() = "4081004444" CiscoRemoteDestinationInfo[2].getIsActiveRD() = false CiscoRemoteDestinationInfo[3].getRemoteDestinationName() = "RD5-A" CiscoRemoteDestinationInfo[3].getRemoteDestinationNumber() = "4081005555" CiscoRemoteDestinationInfo[3].getIsActiveRD() = false                     </pre> |

| Action | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[3].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD3-A" CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081003333" CiscoRemoteDestinationInfo[0].getIsActiveRD() = false CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD4-A" CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081004444" CiscoRemoteDestinationInfo[1].getIsActiveRD() = false CiscoRemoteDestinationInfo[2].getRemoteDestinationName() = "RD5-A" CiscoRemoteDestinationInfo[2].getRemoteDestinationNumber() = "4081005555" CiscoRemoteDestinationInfo[2].getIsActiveRD() = false                     </pre> |
|        | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[2].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD4-A" CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081004444" CiscoRemoteDestinationInfo[0].getIsActiveRD() = false CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD5-A" CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081005555" CiscoRemoteDestinationInfo[1].getIsActiveRD() = false                     </pre>                                                                                                                                                                                                    |
|        | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[1].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "RD5-A" CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081005555" CiscoRemoteDestinationInfo[0].getIsActiveRD() = false                     </pre>                                                                                                                                                                                                                                                                                                                                                                                                       |

| Action | Events                                      | Call info                                                                   |
|--------|---------------------------------------------|-----------------------------------------------------------------------------|
|        | CiscoProvTerminalRemoteDestinationChangedEv | CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = null. |

**Scenario 1-20 (Update a RD's Name and Number and Set It as ActiveRD on a 'CTI Remote Device' at the Same Time)**

User1 has "CTI Remote Device A" in the control list. User invokes updateRemoteDestination ("4081002222", "MyVacationHome", "4081009999", true) on terminal A.

| Action                                                                                                                   | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                                       | ProvInServiceEv                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| User1 invokes CiscoRemoteTerminal.updateRemoteDestination ("4081002222", "MyVacationHome", "4081009999", true) on TermA. | CiscoProvTerminalRemoteDestinationChangedEv | CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[2].<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "MyHome"<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"<br><br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = false<br><br>CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "RD2-A"<br><br>CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"<br><br>CiscoRemoteDestinationInfo[1].getIsActiveRD() = false |

| Action | Events                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[2].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "MyHome"  CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"  CiscoRemoteDestinationInfo[0].getIsActiveRD() = false  CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "MyVacationHome"  CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081002222"  CiscoRemoteDestinationInfo[1].getIsActiveRD() = false </pre> |
|        | CiscoProvTerminalRemoteDestinationChangedEv | <pre> CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() = CiscoRemoteDestinationInfo[2].  CiscoRemoteDestinationInfo[0].getRemoteDestinationName() = "MyHome"  CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "4081001111"  CiscoRemoteDestinationInfo[0].getIsActiveRD() = false  CiscoRemoteDestinationInfo[1].getRemoteDestinationName() = "MyVacationHome"  CiscoRemoteDestinationInfo[1].getRemoteDestinationNumber() = "4081009999"  CiscoRemoteDestinationInfo[1].getIsActiveRD() = true </pre>  |

## CTI Remote Device Use Cases Group 2

### Use Cases Group 2: CTIRD Incoming/Outgoing/Disconnect/Redirect/Hold/Resume and Shared-Line Call Scenarios

Pre-conditions on Use Cases group 2 below with default jtapi.ini settings, unless specified explicitly. Note that the CTI Ports have Auto-Accept enabled:

- Provider is IN\_SERVICE state.

- Device A (CTI Remote Device - Name: "irvCTIRD1", Line A (DN: 8881000))
- Remote Destination 1 (Name: "IRVOffice", Number: "919498231202", Active RD: true)
- Device B (CTI Port - Name: "irvCTIPort1", Line B (DN: 8881000))
- Device C (CTI Port - Name: "irvCTIPort6", Line C (DN: 8886000))
- Device D (CTI Port - Name: "irvCTIPort7", Line C (DN: 8887000))
- Device E (CTI Remote Device - Name: "irvCTIRD2", Line E (DN: 8889000))
- Remote Destination 1 (Name: "IRVCell1", Number: "916267829523", Active RD: true)
- Device F (CTI Remote Device - Name: "irvCTIRD3", Line E (DN: 8889001))
- Remote Destination 1 (Name: "IRVCell2", Number: "916267829526", Active RD: true)

**Scenario 2-1 (Incoming Call From CTI Port to CTI Remote Device)**

C calls E, Application is observing both C and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                              |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 8889000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnRingingEvent irvCTIRD2<br>GC1: CallCtlTermConnRingingEv irvCTIRD2 | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

| Action                                                                  | Events                                                                                                                                                    | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2 | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

**Scenario 2-2 (Incoming Call From CTI Port to Non-Observed CTI Remote Device)**

C calls E, Application is observing C only on address and terminal. No observer on E. GC1 is the GCID of the call.

| Action                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info                                                                                                                                                                                                                              |
|------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 8889000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000 | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |



| Action                                                                  | Events                                                                   | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000 | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

**Scenario 2-3 (Incoming Call From CTI Port to CTI Remote Device, but No Answer on Remote Destination)**

C calls E, Application is observing both C and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                              |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 8889000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnRingingEvent irvCTIRD2<br>GC1: CallCtlTermConnRingingEv irvCTIRD2 | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

| Action                                                                                        | Events                                                                                                                                                                                                                                                                                                                                                                                      | Call info                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| irvCTIRD2's Active remote destination of 916267829523 does not answers the call and time out. | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: TermConnDroppedEv irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv irvCTIPort6<br>GC1: ConnDisconnectedEvent 8886000<br>GC1: CallCtlConnDisconnectedEv 8886000<br>GC1: CallInvalidEv 8889000<br>GC1: CallObservationEndedEv | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

**Scenario 2-4 (Incoming Call From CTI Port to CTI Remote Device, and Redirect to Another CTI Port)**

C calls E, and E redirects the call to D, Application is observing all C, D, E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes call.connect(irvCTIPort6, 8886000, 8889000).</p>              | <p>GC1: CallActiveEvent<br/>                     GC1: ConnCreatedEvent 8886000<br/>                     GC1: ConnConnectedEvent 8886000<br/>                     GC1: CallCtlConnInitiatedEv 8886000<br/>                     GC1: TermConnCreatedEvent irvCTIPort6<br/>                     GC1: TermConnActiveEvent irvCTIPort6<br/>                     GC1: CallCtlTermConnTalkingEv irvCTIPort6<br/>                     GC1: CallCtlConnDialingEv 8886000<br/>                     GC1: CallCtlConnEstablishedEv 8886000<br/>                     GC1: ConnCreatedEvent 8889000<br/>                     GC1: ConnInProgressEvent 8889000<br/>                     GC1: CallCtlConnOfferedEv 8889000<br/>                     GC1: ConnAlertingEvent 8889000<br/>                     GC1: CallCtlConnAlertingEv 8889000<br/>                     GC1: TermConnCreatedEvent irvCTIRD2<br/>                     GC1: TermConnRingingEvent irvCTIRD2<br/>                     GC1: CallCtlTermConnRingingEv irvCTIRD2</p> | <p>CallingAddress = 8886000,<br/>                     CalledAddress = 8889000,<br/>                     CurrentCallingAddress = 8886000,<br/>                     CurrentCalledAddress = 8889000,<br/>                     ModifiedCallingAddress = 8886000,<br/>                     ModifiedCalledAddress = 8889000,<br/>                     No LastRedirectedPartyAddress</p> |
| <p>irvCTIRD2's Active remote destination of 916267829523 answers the call.</p> | <p>GC1: ConnConnectedEvent 8889000<br/>                     GC1: CallCtlConnEstablishedEv 8889000<br/>                     GC1: TermConnActiveEvent irvCTIRD2<br/>                     GC1: CallCtlTermConnTalkingEv irvCTIRD2</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | <p>CallingAddress = 8886000,<br/>                     CalledAddress = 8889000,<br/>                     CurrentCallingAddress = 8886000,<br/>                     CurrentCalledAddress = 8889000,<br/>                     ModifiedCallingAddress = 8886000,<br/>                     ModifiedCalledAddress = 8889000,<br/>                     No LastRedirectedPartyAddress</p> |

| Action                                                                                                                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| User1 invokes connection on irvCTIRD2.redirect (8887000, REDIRECT_NORMAL, DEFAULT_SEARCH_SPACE, CALLED_ADDRESS_UNCHANGED, REDIRECT, 8887000, null, REDIRECT_WITHOUT_MODIFIED_CALLING_PARTY, 1) | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRingingEvent irvCTIPort7<br>GC1: CallCtlTermConnRingingEv irvCTIPort7<br>GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8886000 ::<br>LastRedirectedPartyAddress: 8889000 |
| irvCTIPort7 answers the call.                                                                                                                                                                  | GC1: ConnConnectedEvent 8887000<br>GC1: CallCtlConnEstablishedEv 8887000<br>GC1: TermConnActiveEvent irvCTIPort7<br>GC1: CallCtlTermConnTalkingEv irvCTIPort7                                                                                                                                                                                                                                                                                                                | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8886000 ::<br>LastRedirectedPartyAddress: 8889000 |

**Scenario 2-5 (Incoming Call From CTI Port to CTI Remote Device, and Redirect to Another CTI Remote Device)**

C calls E, and E redirects the call to F, and C redirect the call to E. Application is observing all C, E, F on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 8889000).              | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnRingingEvent irvCTIRD2<br>GC1: CallCtlTermConnRingingEv irvCTIRD2 | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress                                                                                                                                 |

| Action                                                                                                                                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes connection on irvCTIRD2.redirect(8889001, REDIRECT_NORMAL, DEFAULT_SEARCH_SPACE, CALLED_ADDRESS_UNCHANGED, REDIRECT, 8889001, null, REDIRECT_WITHOUT_MODIFIED_CALLING_PARTY, 1)</p> | <p>GC1: ConnCreatedEvent 8889001<br/>                     GC1: ConnInProgressEvent 8889001<br/>                     GC1: CallCtlConnOfferedEv 8889001<br/>                     GC1: ConnAlertingEvent 8889001<br/>                     GC1: CallCtlConnAlertingEv 8889001<br/>                     GC1: TermConnCreatedEvent irvCTIRD3<br/>                     GC1: TermConnRingingEvent irvCTIRD3<br/>                     GC1: CallCtlTermConnRingingEv irvCTIRD3<br/>                     GC1: TermConnDroppedEv irvCTIRD2<br/>                     GC1: CallCtlTermConnDroppedEv irvCTIRD2<br/>                     GC1: ConnDisconnectedEvent 8889000<br/>                     GC1: CallCtlConnDisconnectedEv 8889000</p> | <p>CurrentCalledAddress: 8889001 ::<br/>                     CurrentCallingAddress: 8886000 ::<br/>                     LastRedirectedPartyAddress: 8889000</p> |
| <p>irvCTIRD3's Active remote destination of 916267829526 answers the call.</p>                                                                                                                       | <p>GC1: ConnConnectedEvent 8889001<br/>                     GC1: CallCtlConnEstablishedEv 8889001<br/>                     GC1: TermConnActiveEvent irvCTIRD3<br/>                     GC1: CallCtlTermConnTalkingEv irvCTIRD3</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>CurrentCalledAddress: 8889001 ::<br/>                     CurrentCallingAddress: 8886000 ::<br/>                     LastRedirectedPartyAddress: 8889000</p> |

| Action                                                                                                                                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| User1 invokes connection on irvCTIPort6.redirect(8889000, REDIRECT_NORMAL, DEFAULT_SEARCH_SPACE, CALLED_ADDRESS_UNCHANGED, REDIRECT, 8889000, null, REDIRECT_WITHOUT_MODIFIED_CALLING_PARTY, 1) | GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnRingingEvent irvCTIRD2<br>GC1: CallCtlTermConnRingingEv irvCTIRD2<br>GC1: TermConnDroppedEv irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv irvCTIPort6<br>GC1: ConnDisconnectedEvent 8886000<br>GC1: CallCtlConnDisconnectedEv 8886000                                                                      | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889001 ::<br>LastRedirectedPartyAddress: 8886000 |
| irvCTIRD2's Active remote destination of 916267829523 answers the call.                                                                                                                         | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2<br>GC1: TermConnDroppedEv irvCTIRD3<br>GC1: CallCtlTermConnDroppedEv irvCTIRD3<br>GC1: ConnDisconnectedEvent 8889001<br>GC1: CallCtlConnDisconnectedEv 8889001<br>GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889001 ::<br>LastRedirectedPartyAddress: 8886000 |

**Scenario 2-6 (Incoming Call From CTI Port to CTI Remote Device with a Shared-Line of Another CTI Port)**

C calls A (with a shared line with B), Application is observing A, B, and C on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 8881000).              | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8881000<br>GC1: ConnInProgressEvent 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnAlertingEvent 8881000<br>GC1: CallCtlConnAlertingEv 8881000<br>GC1: TermConnCreatedEvent irvCTIPort1<br>GC1: TermConnRingingEvent irvCTIPort1<br>GC1: CallCtlTermConnRingingEv irvCTIPort1<br>GC1: TermConnCreatedEvent irvCTIRD1<br>GC1: TermConnRingingEvent irvCTIRD1<br>GC1: CallCtlTermConnRingingEv irvCTIRD1 | CallingAddress = 8886000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8881000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8881000,<br>No LastRedirectedPartyAddress |
| irvCTIRD1's Active remote destination of 919498231202 answers the call. | GC1: ConnConnectedEvent 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnActiveEvent irvCTIRD1<br>GC1: CallCtlTermConnTalkingEv irvCTIRD1<br>GC1: TermConnPassiveEvent irvCTIPort1<br>GC1: CallCtlTermConnBridgedEv irvCTIPort1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress                                                                                                                                 |



| Action                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                              |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Disconnect the call from irvCTIPort6. | GC1: TermConnDroppedEv irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv irvCTIPort6<br>GC1: ConnDisconnectedEvent 8886000<br>GC1: CallCtlConnDisconnectedEv8886000<br>GC1: TermConnDroppedEv irvCTIRD1<br>GC1: CallCtlTermConnDroppedEv irvCTIRD1<br>GC1: TermConnDroppedEv irvCTIPort1<br>GC1: CallCtlTermConnDroppedEv irvCTIPort1<br>GC1: ConnDisconnectedEvent 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

**Scenario 2-7 (Incoming Call From CTI Port to CTI Port with a Shared-Line of a CTI Remote Device)**

C calls B (with a shared line of A), Application is observing A, B, and C on addresses and terminals. GC1 is the GCID of the call.

| Action                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                                                                                                                                                                         |
|-------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes call.connect(irvCTIPort6, 8886000, 8881000).</p> | <p>GC1: CallActiveEvent<br/>                     GC1: ConnCreatedEvent 8886000<br/>                     GC1: ConnConnectedEvent 8886000<br/>                     GC1: CallCtlConnInitiatedEv 8886000<br/>                     GC1: TermConnCreatedEvent irvCTIPort6<br/>                     GC1: TermConnActiveEvent irvCTIPort6<br/>                     GC1: CallCtlTermConnTalkingEv irvCTIPort6<br/>                     GC1: CallCtlConnDialingEv 8886000<br/>                     GC1: CallCtlConnEstablishedEv 8886000<br/>                     GC1: ConnCreatedEvent 8881000<br/>                     GC1: ConnInProgressEvent 8881000<br/>                     GC1: CallCtlConnOfferedEv 8881000<br/>                     GC1: ConnAlertingEvent 8881000<br/>                     GC1: CallCtlConnAlertingEv 8881000<br/>                     GC1: TermConnCreatedEvent irvCTIPort1<br/>                     GC1: TermConnRinginEvent irvCTIPort1<br/>                     GC1: CallCtlTermConnRinginEv irvCTIPort1<br/>                     GC1: TermConnCreatedEvent irvCTIRD1<br/>                     GC1: TermConnRinginEvent irvCTIRD1<br/>                     GC1: CallCtlTermConnRinginEv irvCTIRD1</p> | <p>CallingAddress = 8886000,<br/>                     CalledAddress = 8881000,<br/>                     CurrentCallingAddress = 8886000,<br/>                     CurrentCalledAddress = 8881000,<br/>                     ModifiedCallingAddress = 8886000,<br/>                     ModifiedCalledAddress = 8881000,<br/>                     No LastRedirectedPartyAddress</p> |
| <p>irvCTIPort1 answers the call.</p>                              | <p>GC1: TermConnDroppedEv irvCTIRD1<br/>                     GC1: CallCtlTermConnDroppedEv irvCTIRD1<br/>                     GC1: ConnConnectedEvent 8881000<br/>                     GC1: CallCtlConnEstablishedEv 8881000<br/>                     GC1: TermConnActiveEvent irvCTIPort1<br/>                     GC1: CallCtlTermConnTalkingEv irvCTIPort1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | <p>CurrentCalledAddress: 8881000 ::<br/>                     CurrentCallingAddress: 8886000 ::<br/>                     No LastRedirectedPartyAddress</p>                                                                                                                                                                                                                         |

| Action                                | Events                                                                                                                                                                                                                                                                                                                                                                                    | Call info                                                                                              |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Disconnect the call from irvCTIPort6. | GC1: TermConnDroppedEv irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv irvCTIPort6<br>GC1: ConnDisconnectedEvent 8886000<br>GC1: CallCtlConnDisconnectedEv8886000<br>GC1: TermConnDroppedEv irvCTIPort1<br>GC1: CallCtlTermConnDroppedEv irvCTIPort1<br>GC1: ConnDisconnectedEvent 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

**Scenario 2-8 (Outgoing Call From CTI Remote Device to CTI Port)**

E calls D, Application is observing both D and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                           | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8887000).                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000                                                                   | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2 | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                              |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| irvCTIPort7 rings and answers the call.      | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRingingEvent irvCTIPort7<br>GC1: CallCtlTermConnRingingEv irvCTIPort7<br>GC1: ConnConnectedEvent 8887000<br>GC1: CallCtlConnEstablishedEv 8887000<br>GC1: TermConnActiveEvent irvCTIPort7<br>GC1: CallCtlTermConnTalkingEv irvCTIPort7 | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8889000,<br>CurrentCalledAddress = 8887000,<br>ModifiedCallingAddress = 8889000,<br>ModifiedCalledAddress = 8887000,<br>No LastRedirectedPartyAddress |
| Disconnect the call from 8889000 connection. | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: TermConnDroppedEv irvCTIPort7<br>GC1: CallCtlTermConnDroppedEv irvCTIPort7<br>GC1: ConnDisconnectedEvent 8887000<br>GC1: CallCtlConnDisconnectedEv 8887000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv                                                                                         | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress                                                                                                                                 |

**Scenario 2-9 (Outgoing Call From CTI Remote Device (with a Shared Line of CTI Port) to Another CTI Port)**

A (with a shared line of B) calls D, Application is observing both A, B, and D on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD1, 8881000, 8887000).                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8881000<br>GC1: ConnInProgressEvent 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnAlertingEvent 8881000<br>GC1: CallCtlConnAlertingEv 8881000 | CallingAddress = Unknown,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8881000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8881000,<br>No LastRedirectedPartyAddress |
| irvCTIPort7 rings                                                       | GC1: TermConnCreatedEvent irvCTIPort1<br>GC1: TermConnRinginEvent irvCTIPort1<br>GC1: CallCtlTermConnRinginEv irvCTIPort1                                                                              |                                                                                                                                                                                                                                        |
| irvCTIRD1's Active remote destination of 919498231202 answers the call. | GC1: ConnConnectedEvent 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnCreatedEvent irvCTIRD1<br>GC1: TermConnActiveEvent irvCTIRD1<br>GC1: CallCtlTermConnTalkingEv irvCTIRD1       | CallingAddress = Unknown,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8881000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8881000,<br>No LastRedirectedPartyAddress |
| irvCTIPort7 rings                                                       | GC1: TermConnPassiveEvent irvCTIPort1<br>GC1: CallCtlTermConnBridgedEv irvCTIPort1                                                                                                                     | CallingAddress = Unknown,<br>CalledAddress = 8887000,<br>CurrentCallingAddress = 8881000,<br>CurrentCalledAddress = 8887000,<br>ModifiedCallingAddress = 8881000,<br>ModifiedCalledAddress = 8887000,<br>No LastRedirectedPartyAddress |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                             |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| irvCTIPort7 answers the call.                | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRingingEvent irvCTIPort7<br>GC1: CallCtlTermConnRingingEv irvCTIPort7<br>GC1: ConnConnectedEvent 8887000<br>GC1: CallCtlConnEstablishedEv 8887000<br>GC1: TermConnActiveEvent irvCTIPort7<br>GC1: CallCtlTermConnTalkingEv irvCTIPort7 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8881000::<br>No LastRedirectedPartyAddress |
| Disconnect the call from 8881000 connection. | GC1: TermConnDroppedEv irvCTIRD1<br>GC1: CallCtlTermConnDroppedEv irvCTIRD1<br>GC1: TermConnDroppedEv irvCTIPort1<br>GC1: CallCtlTermConnDroppedEv irvCTIPort1<br>GC1: ConnDisconnectedEvent 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: TermConnDroppedEv irvCTIPort7<br>GC1: CallCtlTermConnDroppedEv irvCTIPort7<br>GC1: ConnDisconnectedEvent 8887000<br>GC1: CallCtlConnDisconnectedEv 8887000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv      | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8881000::<br>No LastRedirectedPartyAddress |

**Scenario 2-10 (Outgoing Call From CTI Remote Device to CTI Port, but No Answer on Active Remote Destination)**

E calls D, Application is observing both E and D on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                                       | Events                                                                                                                               | Call info                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8887000).                                     | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000       | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 does not answer the call and time out. | GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

**Scenario 2-11 (Outgoing Call From CTI Remote Device to CTI Port, but No Answer on CTI Port)**

E calls D, Application is observing both D and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                           | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8887000).                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000                                                                   | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2 | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

| Action                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| irvCTIPort7 rings.                              | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRingingEvent irvCTIPort7<br>GC1: CallCtlTermConnRingingEv irvCTIPort7                                                                                                                                              | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8889000,<br>CurrentCalledAddress = 8887000,<br>ModifiedCallingAddress = 8889000,<br>ModifiedCalledAddress = 8887000,<br>No LastRedirectedPartyAddress |
| irvCTIPort7 does not answer the call, time out. | GC1: TermConnDroppedEv irvCTIPort7<br>GC1: CallCtlTermConnDroppedEv irvCTIPort7<br>GC1: ConnDisconnectedEvent 8887000<br>GC1: CallCtlConnDisconnectedEv 8887000<br>GC1: ConnFailedEvent 8889000<br>GC1: CallCtlConnFailedEv 8889000<br>GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress                                                                                                                                 |

**Scenario 2-12 (Outgoing Call From Non-Observed CTI Remote Device to CTI Port)**

E calls D, Application is observing only on D on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                          | Events                                                                                                                         | Call info                                                                                              |
|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| From another provider, User1 invokes call.connect(irvCTIRD2, 8889000, 8887000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: Unknown ::<br>No LastRedirectedPartyAddress |



| Action                                                                  | Events                                                                                                                                                                                                                                                                                                           | Call info                                                                                                    |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnCreatedEvent 8889000<br>GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRingingEvent irvCTIPort7<br>GC1: CallCtlTermConnRingingEv irvCTIPort7 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress       |
| irvCTIPort7 answers the call.                                           | GC1: ConnConnectedEvent 8887000<br>GC1: CallCtlConnEstablishedEv 8887000<br>GC1: TermConnActiveEvent irvCTIPort7<br>GC1: CallCtlTermConnTalkingEv irvCTIPort7                                                                                                                                                    | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8887000 |

**Scenario 2-13 (Outgoing Call From CTI Remote Device to Non-Observed CTI Port)**

E calls D, Application is observing only on E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                          | Events                                                                                                                                                                                           | Call info                                                                                              |
|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| From another provider, User1 invokes call.connect(irvCTIRD2, 8889000, 8887000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000                                                                   | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: Unknown ::<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 answers the call.         | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2 | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: Unknown ::<br>No LastRedirectedPartyAddress |

| Action                                                        | Events                                                                                                                                                                                                                                                     | Call info                                                                                                    |
|---------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| irvCTIPort7 rings and answers the call from another provider. | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: ConnConnectedEvent 8887000<br>GC1: CallCtlConnEstablishedEv 8887000 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8887000 |

**Scenario 2-14 (Outgoing Call From CTI Remote Device to Another CTI Remote Device)**

E calls F, Application is observing both E and F on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                           | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8889001).                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000                                                                   | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2 | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| irvCTIRD3's Active remote destination of 916267829526 answers the call. | GC1: ConnCreatedEvent 8889001<br>GC1: ConnInProgressEvent 8889001<br>GC1: CallCtlConnOfferedEv 8889001<br>GC1: ConnAlertingEvent 8889001<br>GC1: CallCtlConnAlertingEv 8889001<br>GC1: TermConnCreatedEvent irvCTIRD3<br>GC1: TermConnRingingEvent irvCTIRD3<br>GC1: CallCtlTermConnRingingEv irvCTIRD3<br>GC1: ConnConnectedEvent 8889001<br>GC1: CallCtlConnEstablishedEv 8889001<br>GC1: TermConnActiveEvent irvCTIRD3<br>GC1: CallCtlTermConnTalkingEv irvCTIRD3 | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| Disconnect the call from 8889000 connection.                            | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: TermConnDroppedEv irvCTIRD3<br>GC1: CallCtlTermConnDroppedEv irvCTIRD3<br>GC1: ConnDisconnectedEvent 8889001<br>GC1: CallCtlConnDisconnectedEv 8889001<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv                                                                                   | CallingAddress = Unknown,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

**Scenario 2-15 (Outgoing Call From CTI Remote Device to Another CTI Remote Device, Then Redirect Again to a Third CTI Remote Device with a Shared-Line)**

E calls F, then F redirect to A (with a shared-line with B), Application is observing all A, B, E and F on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                    |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8889001).                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000                                                                                                                                                                                                                                                                                                                                 | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: Unknown::<br>No LastRedirectedPartyAddress        |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2                                                                                                                                                                                                                                                               | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: Unknown::<br>No LastRedirectedPartyAddress        |
| irvCTIRD3's Active remote destination of 916267829526 answers the call. | GC1: ConnCreatedEvent 8889001<br>GC1: ConnInProgressEvent 8889001<br>GC1: CallCtlConnOfferedEv 8889001<br>GC1: ConnAlertingEvent 8889001<br>GC1: CallCtlConnAlertingEv 8889001<br>GC1: TermConnCreatedEvent irvCTIRD3<br>GC1: TermConnRingEvent irvCTIRD3<br>GC1: CallCtlTermConnRingEv irvCTIRD3<br>GC1: ConnConnectedEvent 8889001<br>GC1: CallCtlConnEstablishedEv 8889001<br>GC1: TermConnActiveEvent irvCTIRD3<br>GC1: CallCtlTermConnTalkingEv irvCTIRD3 | CurrentCalledAddress: 8889001 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8889001 |

| Action                                                                                                                                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User invokes connection on irvCTIRD3.redirect(8881000, REDIRECT_NORMAL, DEFAULT_SEARCH_SPACE, CALLED_ADDRESS_UNCHANGED, REDIRECT, 8881000, null, REDIRECT_WITHOUT_MODIFIED_CALLING_PARTY, 1).</p> <p>Both irvCTIRD1 and irvCTIPort1 are ringing.</p> | <p>GC1: ConnCreatedEvent 8881000<br/>                     GC1: ConnInProgressEvent 8881000<br/>                     GC1: CallCtlConnOfferedEv 8881000<br/>                     GC1: ConnAlertingEvent 8881000<br/>                     GC1: CallCtlConnAlertingEv 8881000<br/>                     GC1: TermConnCreatedEvent irvCTIPort1<br/>                     GC1: TermConnRingingEvent irvCTIPort1<br/>                     GC1: CallCtlTermConnRingingEv irvCTIPort1<br/>                     GC1: TermConnDroppedEv irvCTIRD3<br/>                     GC1: CallCtlTermConnDroppedEv irvCTIRD3<br/>                     GC1: ConnDisconnectedEvent 8889001<br/>                     GC1: CallCtlConnDisconnectedEv 8889001<br/>                     GC1: TermConnCreatedEvent irvCTIRD1<br/>                     GC1: TermConnRingingEvent irvCTIRD1<br/>                     GC1: CallCtlTermConnRingingEv irvCTIRD1</p> | <p>CurrentCalledAddress: 8881000 ::<br/>                     CurrentCallingAddress: 8889000 ::<br/>                     LastRedirectedPartyAddress: 8889001</p> |
| <p>irvCTIRD1's Active remote destination of 919498231202 answers the call. Terminal connection of irvCTIRD1 goes to 'talking' and irvCTIPort1 goes to 'bridged'.</p>                                                                                    | <p>GC1: ConnConnectedEvent 8881000<br/>                     GC1: CallCtlConnEstablishedEv 8881000<br/>                     GC1: TermConnActiveEvent irvCTIRD1<br/>                     GC1: CallCtlTermConnTalkingEv irvCTIRD1<br/>                     GC1: TermConnPassiveEvent irvCTIPort1<br/>                     GC1: CallCtlTermConnBridgedEv irvCTIPort1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | <p>CurrentCalledAddress: 8881000 ::<br/>                     CurrentCallingAddress: 8889000 ::<br/>                     LastRedirectedPartyAddress: 8889001</p> |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                    |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Disconnect the call from 8889000 connection. | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: TermConnDroppedEv irvCTIRD1<br>GC1: CallCtlTermConnDroppedEv irvCTIRD1<br>GC1: TermConnDroppedEv irvCTIPort1<br>GC1: CallCtlTermConnDroppedEv irvCTIPort1<br>GC1: ConnDisconnectedEvent 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8889001 |

**Scenario 2-16 (Disconnect an Incoming Call on CTI Remote Device After Answer While Talking)**

C calls E, Application is observing both C and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 8889000).              | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnRingingEvent irvCTIRD2<br>GC1: CallCtlTermConnRingingEv irvCTIRD2 | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

| Action                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                              |
|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User invokes connection.disconnect on irvCTIRD2 while talking. | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: TermConnDroppedEv irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv irvCTIPort6<br>GC1: ConnDisconnectedEvent 8886000<br>GC1: CallCtlConnDisconnectedEv 8886000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

**Scenario 2-17 (Disconnect an Incoming Call on CTI Remote Device After Answer While Talking)**

C calls E, Application is observing both C and E on addresses and terminals. GC1 is the GCID of the call.



| Action                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                              |
|------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 8889000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnRinginEvent irvCTIRD2<br>GC1: CallCtlTermConnRinginEv irvCTIRD2 | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

| Action                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User invokes connection.disconnect on irvCTIRD2 while it's still ringing on Active remote destination of 16267829523. | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: ConnFailedEvent 8886000<br>GC1: CallCtlConnFailedEv 8886000<br>GC1: TermConnDroppedEv irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv irvCTIPort6<br>GC1: ConnDisconnectedEvent 8886000<br>GC1: CallCtlConnDisconnectedEv 8886000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

**Scenario 2-18 (Disconnect an Outgoing Call From CTI Remote Device to CTI Port; Disconnect After Answering on Remote Destination and Answering on Called CTI Port)**

E calls D, Application is observing both D and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                           | Call info                                                                                              |
|-------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8887000).                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000                                                                   | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2 | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info                                                                                                    |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| irvCTIPort7 rings and answers the call.      | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRinginEvent irvCTIPort7<br>GC1: CallCtlTermConnRinginEv irvCTIPort7<br>GC1: ConnConnectedEvent 8887000<br>GC1: CallCtlConnEstablishedEv 8887000<br>GC1: TermConnActiveEvent irvCTIPort7<br>GC1: CallCtlTermConnTalkingEv irvCTIPort7 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8887000 |
| Disconnect the call from 8889000 connection. | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: TermConnDroppedEv irvCTIPort7<br>GC1: CallCtlTermConnDroppedEv irvCTIPort7<br>GC1: ConnDisconnectedEvent 8887000<br>GC1: CallCtlConnDisconnectedEv 8887000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv                                                                                       | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8887000 |

**Scenario 2-19 (disconnect an Outgoing Call From CTI Remote Device to CTI Port; Disconnect After Answering on Remote Destination but Before Answering on Called CTI Port)**

E calls D, Application is observing both D and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                     | Call info                                                                                                    |
|-------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8887000).                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000                                                                                                                                                                             | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress       |
| irvCTIRD2's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2                                                                                                           | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress       |
| irvCTIPort7 rings                                                       | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRingEvent irvCTIPort7<br>GC1: CallCtlTermConnRingEvent irvCTIPort7 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8887000 |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                    |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Disconnect the call from 8889000 connection. | GC1: TermConnDroppedEv irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv irvCTIRD2<br>GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: TermConnDroppedEv irvCTIPort7<br>GC1: CallCtlTermConnDroppedEv irvCTIPort7<br>GC1: ConnDisconnectedEvent 8887000<br>GC1: CallCtlConnDisconnectedEv 8887000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8889000 ::<br>LastRedirectedPartyAddress: 8887000 |

**Scenario 2-20 (Disconnect an Outgoing Call From CTI Remote Device to CTI Port; Drop the Call Before Even Answering on Remote Destination. Note That Only One Connection on CTI Remote Device Which Is in Offering State)**

E calls D, Application is observing both D and E on addresses and terminals. GC1 is the GCID of the call.

| Action                                                                                                                   | Events                                                                                                                               | Call info                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD2, 8889000, 8887000).                                                                 | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000       | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active remote destination of 916267829523 rings, User1 drops the call to disconnect from 8889000 connection. | GC1: ConnDisconnectedEvent 8889000<br>GC1: CallCtlConnDisconnectedEv 8889000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8889000 ::<br>CurrentCallingAddress: 8889000 ::<br>No LastRedirectedPartyAddress |

**Scenario 2-21 (Incoming Call From CTI Port to CTI Remote Device with a Shared-line of Another CTI Port). Note That irvCTIRD1 Remote Destination Answers the Call; Hold irvCTIRD1, Unhold irvCTIRD1; Then Hold**

**irvCTIRD1, Unhold irvCTIPort1 Which Results irvCTIRD1 Got Disconnected; Then Hold irvCTIPort6, Unhold irvCTIPort6, Then Disconnect 8886000)**

C calls A (with a shared line with B) with several hold/resume operations on different terminals. Application is observing A, B, and C on addresses and terminals. GC1 is the GCID of the call.

| Action                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info                                                                                              |
|-----------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIPort6, 8886000, 881000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8881000<br>GC1: ConnInProgressEvent 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnAlertingEvent 8881000<br>GC1: CallCtlConnAlertingEv 8881000<br>GC1: TermConnCreatedEvent irvCTIPort1<br>GC1: TermConnRinginEvent irvCTIPort1<br>GC1: CallCtlTermConnRinginEv irvCTIPort1<br>GC1: TermConnCreatedEvent irvCTIRD1<br>GC1: TermConnRinginEvent irvCTIRD1<br>GC1: CallCtlTermConnRinginEv irvCTIRD1 | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

| Action                                                                                                                          | Events                                                                                                                                                                                                                                          | Call info                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| irvCTIRD1's Active remote destination of 919498231202 answers the call.                                                         | GC1: ConnConnectedEvent 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnActiveEvent irvCTIRD1<br>GC1: CallCtlTermConnTalkingEv irvCTIRD1<br>GC1: TermConnPassiveEvent irvCTIPort1<br>GC1: CallCtlTermConnBridgedEv irvCTIPort1 | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |
| User invoke hold on terminalconnection of irvCTIRD1                                                                             | GC1: CallCtlTermConnHeldEv irvCTIRD1<br>GC1: TermConnActiveEvent irvCTIPort1<br>GC1: CallCtlTermConnHeldEv irvCTIPort1                                                                                                                          | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |
| User invoke unhold on terminalconnection of irvCTIRD1                                                                           | GC1: CallCtlTermConnTalkingEv irvCTIRD1<br>GC1: TermConnPassiveEvent irvCTIPort1<br>GC1: CallCtlTermConnBridgedEv irvCTIPort1                                                                                                                   | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |
| User invoke hold on terminalconnection of irvCTIRD1                                                                             | GC1: CallCtlTermConnHeldEv irvCTIRD1<br>GC1: TermConnActiveEvent irvCTIPort1<br>GC1: CallCtlTermConnHeldEv irvCTIPort1                                                                                                                          | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |
| User invoke unhold on terminalconnection of irvCTIPort1 (while it's in Bridged state). This results in irvCTIRD1 being dropped. | GC1: CallCtlTermConnTalkingEv irvCTIPort1<br>GC1: TermConnDroppedEv irvCTIRD1<br>GC1: CallCtlTermConnDroppedEv irvCTIRD1                                                                                                                        | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |
| User invoke hold on terminalconnection of irvCTIPort6                                                                           | GC1: CallCtlTermConnHeldEv irvCTIPort6                                                                                                                                                                                                          | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |
| User invoke unhold on terminalconnection of irvCTIPort6                                                                         | GC1: CallCtlTermConnTalkingEv irvCTIPort6                                                                                                                                                                                                       |                                                                                                        |

| Action                                              | Events                                                                                                                                                                                                                                                                                                                                                                                    | Call info                                                                                              |
|-----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| Disconnect the call from connection of irvCTIPort6. | GC1: TermConnDroppedEv irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv irvCTIPort6<br>GC1: ConnDisconnectedEvent 8886000<br>GC1: CallCtlConnDisconnectedEv8886000<br>GC1: TermConnDroppedEv irvCTIPort1<br>GC1: CallCtlTermConnDroppedEv irvCTIPort1<br>GC1: ConnDisconnectedEvent 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8881000 ::<br>CurrentCallingAddress: 8886000 ::<br>No LastRedirectedPartyAddress |

**Scenario 2-22 (Outgoing Call From CTI Remote Device (with a Shared Line of CTI Port) to Another CTI Port). Note That irvCTIPort1 Rings and Remote Destination on irvCTIRD1 Rings, Remote Destination Answers the Call, Call Is Then Offered on irvCTIPort7. After Answer on irvCTIPort7, Disconnect From 8881000 Connection)**

A (with a shared line of B) calls D, then with several hold/unhold operations at different terminals. Application is observing both A, B, and D on addresses and terminals. GC1 is the GCID of the call.

| Action                                                   | Events                                                                                                                                                                                                 | Call info                                                                                            |
|----------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|
| User1 invokes call.connect(irvCTIRD1, 8881000, 8887000). | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8881000<br>GC1: ConnInProgressEvent 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnAlertingEvent 8881000<br>GC1: CallCtlConnAlertingEv 8881000 | CurrentCalledAddress: 8881000::<br>CurrentCallingAddress: 8881000::<br>No LastRedirectedPartyAddress |
| irvCTIPort7 rings                                        | GC1: TermConnCreatedEvent irvCTIPort1<br>GC1: TermConnRingEvent irvCTIPort1<br>GC1: CallCtlTermConnRingEvent irvCTIPort1                                                                               |                                                                                                      |



| Action                                                                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| irvCTIRD1's Active remote destination of 919498231202 answers the call.                                                         | GC1: ConnConnectedEvent 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnCreatedEvent irvCTIRD1<br>GC1: TermConnActiveEvent irvCTIRD1<br>GC1: CallCtlTermConnTalkingEv irvCTIRD1                                                                                                                                                                                                                                                                                 | CurrentCalledAddress: 8881000::<br>CurrentCallingAddress: 8881000::<br>No LastRedirectedPartyAddress         |
| irvCTIPort7 rings                                                                                                               | GC1: TermConnPassiveEvent irvCTIPort1<br>GC1: CallCtlTermConnBridgedEv irvCTIPort1                                                                                                                                                                                                                                                                                                                                                                                               | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8881000 ::<br>No LastRedirectedPartyAddress       |
| irvCTIPort7 answers the call.                                                                                                   | GC1: ConnCreatedEvent 8887000<br>GC1: ConnInProgressEvent 8887000<br>GC1: CallCtlConnOfferedEv 8887000<br>GC1: ConnAlertingEvent 8887000<br>GC1: CallCtlConnAlertingEv 8887000<br>GC1: TermConnCreatedEvent irvCTIPort7<br>GC1: TermConnRingringEvent irvCTIPort7<br>GC1: CallCtlTermConnRingringEv irvCTIPort7<br>GC1: ConnConnectedEvent 8887000<br>GC1: CallCtlConnEstablishedEv 8887000<br>GC1: TermConnActiveEvent irvCTIPort7<br>GC1: CallCtlTermConnTalkingEv irvCTIPort7 | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8881000::<br>LastRedirectedPartyAddress: 8887000  |
| User invoke hold on terminalconnection of irvCTIRD1                                                                             | GC1: CallCtlTermConnHeldEv irvCTIRD1<br>GC1: TermConnActiveEvent irvCTIPort1                                                                                                                                                                                                                                                                                                                                                                                                     | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8881000 ::<br>LastRedirectedPartyAddress: 8887000 |
| User invoke unhold on terminalconnection of irvCTIPort1 (while it's in Bridged state). This results in irvCTIRD1 being dropped. | GC1: CallCtlTermConnHeldEv irvCTIPort1<br>GC1: CallCtlTermConnTalkingEv irvCTIPort1<br>GC1: TermConnDroppedEv irvCTIRD1<br>GC1: CallCtlTermConnDroppedEv irvCTIRD1                                                                                                                                                                                                                                                                                                               | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8881000 ::<br>LastRedirectedPartyAddress: 8887000 |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                    |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Disconnect the call from 8881000 connection. | GC1: TermConnDroppedEv irvCTIPort1<br>GC1: CallCtlTermConnDroppedEv irvCTIPort1<br>GC1: ConnDisconnectedEvent 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: TermConnDroppedEv irvCTIPort7<br>GC1: CallCtlTermConnDroppedEv irvCTIPort7<br>GC1: ConnDisconnectedEvent 8887000<br>GC1: CallCtlConnDisconnectedEv 8887000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CurrentCalledAddress: 8887000 ::<br>CurrentCallingAddress: 8881000 ::<br>LastRedirectedPartyAddress: 8887000 |

**Scenario 2-23 (Superprovider Acquires a CTIRD That Is Not on User Control List)**

User1 open a provider which can observe any terminal (User1 with "Standard CTI Allow Control of All Devices" role), and then acquire a CTI Remote Device "CTIRD\_UP" that is not on User1's control list).

| Action                                             | Events                                                      | Call info |
|----------------------------------------------------|-------------------------------------------------------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv                                             |           |
| User1 invokes provider.createTerminal(CTIRD_UP).   | CiscoAddrCreatedEv: 8889999<br>CiscoTermCreatedEv: CTIRD_UP |           |

## CTI Remote Device Use Cases Group 3

**Use Cases Group 3 (CUCSF Registration and Unregistration, for Normal SIP Mode <-> Extend Mode, and Terminal Switching Scenarios)**

Pre-conditions on Use Cases group 3 below with default jtapi.ini settings, unless specified explicitly:

- Provider is IN\_SERVICE state.
- Device A (CUCSF - Name: "irvCSF1", Line A (DN: 7771000))
- Remote Destination 1 (Name: "IRVCell", Number: "916267829523", Active RD: true)
- Scenario 3-1 (Registration of CUCSF in between Extend mode and SIP mode):.

Device A is registered in normal SIP mode when Webex with Jabber client is running and configured this device as its associated phone. User1 open provider and add observers on this device to bring it in service. Now exit Webex to unregister it from SIP, and then User1 calls `CiscoTerminal.register()` to register it to Extend mode from JTAPI, then add observers back to bring it in service. Now User1 unregister it from Extend mode in JTAPI by calling `CiscoRemoteTerminal.unregister()`. Now open Webex again to register this device back to SIP mode, and add observers back to bring it in service.

| Action                                                                                                                                                        | Events                                                                                                                                                                                                                                                                                                                                             | Info                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Webex is opened.<br>User1 adds provider observer.<br>registerFeature 1235 on provider.<br>addObserver on address 7771000.<br>addObserver on terminal irvCSF1. | Provider: ProvInServiceEv<br>7771000: CiscoAddrOutOfServiceEv<br>irvCSF1: CiscoTermInServiceEv<br>7771000: CiscoAddrInServiceEv<br>irvCSF1: CiscoTermInServiceEv                                                                                                                                                                                   | CiscoTerminal.getProtocol = 2<br>CiscoTerminal.isRegistered() = true<br><br>CiscoRemoteTerminal.getType() = 503<br>CiscoRemoteTerminal.getTypeName() = Cisco Unified Client Services Framework |
| Exit Webex                                                                                                                                                    | Provider: CiscoProvTerminalUnRegisteredEv<br>irvCSF1<br>7771000: CiscoAddrOutOfServiceEv<br>irvCSF1: CiscoTermOutOfServiceEv                                                                                                                                                                                                                       | CiscoTerminal.getProtocol = 2<br>CiscoTerminal.isRegistered() = false                                                                                                                          |
| User1 calls <code>CiscoTerminal.register()</code> on irvCSF1.<br>addObserver on address 7771000.<br>addObserver on terminal irvCSF1.                          | Provider: CiscoAddrRemovedEv 7771000<br>Provider: CiscoTermRemovedEv irvCSF1<br>Provider: CiscoAddrCreatedEv 7771000<br>Provider: CiscoTermCreatedEv irvCSF1<br>Provider: CiscoProvTerminalRegisteredEv<br><br>irvCSF1: CiscoTermInServiceEv<br>7771000: CiscoAddrOutOfServiceEv<br>7771000: CiscoAddrInServiceEv<br>irvCSF1: CiscoTermInServiceEv | CiscoTerminal.getProtocol = 3<br>CiscoTerminal.isRegistered() = true<br><br>CiscoRemoteTerminal.getRegistrationType() = 8<br>CiscoRemoteTerminal.isRegisteredByThisApp() = true                |
| User1 calls <code>CiscoRemoteTerminal.unregister()</code>                                                                                                     | 7771000: CiscoAddrOutOfServiceEv<br>irvCSF1: CiscoTermOutOfServiceEv<br>Provider: CiscoProvTerminalUnRegisteredEv                                                                                                                                                                                                                                  | CiscoTerminal.getProtocol = 3<br>CiscoTerminal.isRegistered() = false<br><br>CiscoRemoteTerminal.getRegistrationType() = -1<br>CiscoRemoteTerminal.isRegisteredByThisApp() = false             |

| Action                                                                            | Events                                                                                                                                                                                                                                                                                                                                             | Info                                                                 |
|-----------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|
| Open Webex<br>addObserver on address 7771000.<br>addObserver on terminal irvCSF1. | Provider: CiscoAddrRemovedEv 7771000<br>Provider: CiscoTermRemovedEv irvCSF1<br>Provider: CiscoAddrCreatedEv 7771000<br>Provider: CiscoTermCreatedEv irvCSF1<br>Provider: CiscoProvTerminalRegisteredEv<br><br>7771000: CiscoAddrOutOfServiceEv<br>irvCSF1: CiscoTermInServiceEv<br>7771000: CiscoAddrInServiceEv<br>irvCSF1: CiscoTermInServiceEv | CiscoTerminal.getProtocol = 2<br>CiscoTerminal.isRegistered() = true |

## CTI Remote Device Use Cases Group 4

### Use Cases Group 4 (Set/Reset Active Remote Destination Scenarios)

Pre-conditions on Use Cases group 4 below with default jtapi.ini settings, unless specified explicitly:

- Provider is IN\_SERVICE state. Single node.
- Device A (CTI Remote Device - Name: "irvCTIRD2", Line A (DN: 8881000))
- Remote Destination 1 (Name: "IRVCell1", Number: "916267829523", Active RD: false)
- Scenario 4-1 (User1 opens provider P1, set RD1 as active. Now User1 opens another provider P2, and set same RD1 as active again. Now stop CTI Manager service in this single node, the active RD would be clear out. Now restart CTI Manager, JTAPI will do a provider retry, and upon successfully connection, it will automatically reset the same RD1 as active again seamlessly.):

| Action                                                                                     | Events                                          | Info                                                                                                                                                                                                                    |
|--------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 open Provider P1 and adds provider observer.                                         | P1: ProvInServiceEv                             |                                                                                                                                                                                                                         |
| User1 calls CiscoRemoteTerminal.setActiveRemoteDestination ("916267829523", true) from P1. | P1: CiscoProvTerminalRemoteDestinationChangedEv | P1 changed event: Remote Terminal: irvCTIRD2 :: [Remote Destination 1: Name:IRVCell1, Number:916267829523, IsActiveRD:true] :: IsMyAppLastToSetActiveRD : true<br>CiscoRemoteTerminal.isMyAppLastToSetActiveRD() = true |
| User1 open Provider P2 and adds provider observer.                                         | P2: ProvInServiceEv                             |                                                                                                                                                                                                                         |

| Action                                                                                                                                     | Events                                                                                                 | Info                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 calls CiscoRemoteTerminal.setActiveRemoteDestination ("916267829523", true) from P2.                                                 | P1: CiscoProvTerminalRemoteDestinationChangedEv<br><br>P2: CiscoProvTerminalRemoteDestinationChangedEv | P1 changed event: Remote Terminal: irvCTIRD2 :: [Remote Destination 1: Name:IRVCell1, Number:916267829523, IsActiveRD:true] :: IsMyAppLastToSetActiveRD : false<br><br>CiscoRemoteTerminal.isMyAppLastToSetActiveRD() = false<br><br>P2 changed event: Remote Terminal: irvCTIRD2 :: [Remote Destination 1: Name:IRVCell1, Number:916267829523, IsActiveRD:true] :: IsMyAppLastToSetActiveRD : true<br><br>CiscoRemoteTerminal.isMyAppLastToSetActiveRD() = true |
| Stop CTI Manager on this single node where P1 & P2 are connected to. And this active RD will be clear out automatically from CTI/CCM side. | P1: ProvOutOfServiceEv<br><br>P2: ProvOutOfServiceEv                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Start this CTI Manager. And JTAPI will automatically reset the same RD1 as active again seamlessly.                                        | P1: ProvInServiceEv<br><br>P2: ProvInServiceEv                                                         | Note that no CiscoProvTerminalRemoteDestinationChangedEv will be sent to application because it is the same active RD that application previously set.                                                                                                                                                                                                                                                                                                           |

**Scenario 4-2 (User1 Opens Provider P1, Add All Observers on Provider, Terminals, Addresses, Then Set RD1 as Active. Now Stop CTI Manager Service, the Active RD Would Be Clear Out. Now Restart CTI Manager, JTAPI Will Do a Provider Retry, and Upon Successfully Connection, It Will Automatically Reset the Same RD1 as Active Again Seamlessly)**

| Action                                                                                     | Events                                          | Info                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 open Provider P1 and adds provider observer.                                         | P1: ProvInServiceEv                             |                                                                                                                                                                                                                             |
| User1 calls CiscoRemoteTerminal.setActiveRemoteDestination ("916267829523", true) from P1. | P1: CiscoProvTerminalRemoteDestinationChangedEv | P1 changed event: Remote Terminal: irvCTIRD2 :: [Remote Destination 1: Name:IRVCell1, Number:916267829523, IsActiveRD:true] :: IsMyAppLastToSetActiveRD : true<br><br>CiscoRemoteTerminal.isMyAppLastToSetActiveRD() = true |

| Action                                                                                                           | Events                                                                                                           | Info                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| Stop CTI Manager where P1 is connected to. And this active RD will be clear out automatically from CTI/CCM side. | 8881000:: Event: CiscoAddrOutOfServiceEv<br>irvCTIRD2:: Event: CiscoTermOutOfServiceEv<br>P1: ProvOutOfServiceEv |                                                                                                                                                         |
| Start this CTI Manager. And JTAPI will automatically reset the same RD1 as active again seamlessly.              | P1: ProvInServiceEv<br>irvCTIRD2:: Event: CiscoTermInServiceEv<br>8881000:: Event: CiscoAddrInServiceEv          | Note that no CiscoProvTerminalRemote DestinationChangedEv will be sent to application because it is the same active RD that application previously set. |

## CTI Remote Device Use Cases Group 5

### Use Cases Group 5 (CTIRD Transfer/Conference/Multiple-Calls Call Scenarios)

Pre-conditions on Use Cases group 5 below with default jtapi.ini settings, unless specified explicitly (Note: The CTI Ports have Auto-Accept enabled):

- Provider is IN\_SERVICE state.
- Device A (CTI Remote Device - Name: "irvCTIRD2", Line A (DN: 8889000))
- Remote Destination 1 (Name: "IRVCell1", Number: "916267829523", Active RD: true)
- Device B (CTI Port - Name: "irvCTIPort4", Line B (DN: 8884000))
- Device C (CTI Port - Name: "irvCTIPort5", Line B (DN: 8884000))
- Device D (CTI Port - Name: "irvCTIPort6", Line D (DN: 8886000))
- Device E (CTI Remote Device - Name: "irvCTIRD3", Line E (DN: 8889001))
- Remote Destination 1 (Name: "IRVHome1", Number: "916268210080", Active RD: true)

### Scenario 5-1 (Direct Transfer on CTI Remote Device to CTI Port)

D calls A with GC1 as GCID of call; A calls B with GC2 as GCID of call. Set A as transfer controller, and then transfer call from GC2 to GC1. Application is observing all A, B, D.

| Action                                                                           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                              |
|----------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call.<br>connect (irvCTIPort6,<br>8886000, 8889000)                | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8886000<br>GC1: ConnConnectedEvent 8886000<br>GC1: CallCtlConnInitiatedEv 8886000<br>GC1: TermConnCreatedEvent irvCTIPort6<br>GC1: TermConnActiveEvent irvCTIPort6<br>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br>GC1: CallCtlConnDialingEv 8886000<br>GC1: CallCtlConnEstablishedEv 8886000<br>GC1: ConnCreatedEvent 8889000<br>GC1: ConnInProgressEvent 8889000<br>GC1: CallCtlConnOfferedEv 8889000<br>GC1: ConnAlertingEvent 8889000<br>GC1: CallCtlConnAlertingEv 8889000<br>GC1: TermConnCreatedEvent irvCTIRD2<br>GC1: TermConnRingingEvent irvCTIRD2<br>GC1: CallCtlTermConnRingingEv irvCTIRD2 | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| irvCTIRD2's Active<br>remote destination of<br>916267829523 answers<br>the call. | GC1: ConnConnectedEvent 8889000<br>GC1: CallCtlConnEstablishedEv 8889000<br>GC1: TermConnActiveEvent irvCTIRD2<br>GC1: CallCtlTermConnTalkingEv irvCTIRD2                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

| Action                                                                                                              | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes call. connect (irvCTIRD2, 8889000, 8884000) , and answer() on irvCTIPort4 terminal connection.</p> | <p>GC1: CallCtlTermConnHeldEv irvCTIRD2<br/>                     GC2: CallActiveEvent<br/>                     GC2: ConnCreatedEvent : Address: 8889000<br/>                     GC2: ConnConnectedEvent : Address: 8889000<br/>                     GC2: CallCtlConnInitiatedEv : Address: 8889000<br/>                     GC2: TermConnCreatedEvent : Terminal: irvCTIRD2<br/>                     GC2: TermConnActiveEvent : Terminal: irvCTIRD2<br/>                     GC2: CallCtlTermConnTalkingEv : Terminal: irvCTIRD2<br/>                     GC2: CallCtlConnDialingEv : Address: 8889000<br/>                     GC2: CallCtlConnEstablishedEv : Address: 8889000<br/>                     GC2: ConnCreatedEvent : Address: 8884000<br/>                     GC2: ConnInProgressEvent : Address: 8884000<br/>                     GC2: CallCtlConnOfferedEv : Address: 8884000<br/>                     GC2: ConnAlertingEvent : Address: 8884000<br/>                     GC2: CallCtlConnAlertingEv : Address: 8884000<br/>                     GC2: TermConnCreatedEvent : Terminal: irvCTIPort4<br/>                     GC2: TermConnRingingEvent : Terminal: irvCTIPort4<br/>                     GC2: CallCtlTermConnRingingEv : Terminal: irvCTIPort4<br/>                     GC2: TermConnCreatedEvent : Terminal: irvCTIPort5<br/>                     GC2: TermConnRingingEvent : Terminal: irvCTIPort5</p> | <p>CallingAddress = 8886000,<br/>                     CalledAddress = 8889000,<br/>                     CurrentCallingAddress = 8886000,<br/>                     CurrentCalledAddress = 8889000,<br/>                     ModifiedCallingAddress = 8886000,<br/>                     ModifiedCalledAddress = 8889000,<br/>                     No LastRedirectedPartyAddress</p> <p>CallingAddress = 8889000,<br/>                     CalledAddress = 8884000,<br/>                     CurrentCallingAddress = 8889000,<br/>                     CurrentCalledAddress = 8884000,<br/>                     ModifiedCallingAddress = 8889000,<br/>                     ModifiedCalledAddress = 8884000,<br/>                     No LastRedirectedPartyAddress</p> |



| Action                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                  | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                      | GC2: CallCtlTermConnRingingEv : Terminal:<br>irvCTIPort5<br><br>GC2: ConnConnectedEvent : Address: 8884000<br><br>GC2: CallCtlConnEstablishedEv : Address: 8884000<br><br>GC2: TermConnActiveEvent : Terminal:<br>irvCTIPort4<br><br>GC2: CallCtlTermConnTalkingEv : Terminal:<br>irvCTIPort4<br><br>GC2: TermConnPassiveEvent : Terminal:<br>irvCTIPort5<br><br>GC2: CallCtlTermConnInUseEv : Terminal:<br>irvCTIPort5 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| User1 invokes<br>GC2.setTransferController<br>(terminal connection of<br>irvCTIRD2). | GC2: CiscoTermConnSelectChangedEv : Terminal:<br>irvCTIRD2<br><br>GC1: CiscoTermConnSelectChangedEv : Terminal:<br>irvCTIRD2                                                                                                                                                                                                                                                                                            | CallingAddress = 8889000,<br>CalledAddress = 8884000,<br>CurrentCallingAddress = 8884000,<br>CurrentCalledAddress = 8886000,<br>ModifiedCallingAddress = 8884000,<br>ModifiedCalledAddress = 8886000,<br>LastRedirectedPartyAddress = 8889000<br><br>CallingAddress = 8886000, CalledAddress =<br>8889000, CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000, No<br>LastRedirectedPartyAddress |

| Action                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call info                                                                                                                                                                                                                                                  |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes<br/>GC2.transfer(GC1).</p> | <p>GC2: CiscoTransferStartEv</p> <p>GC1: TermConnDroppedEv irvCTIRD2</p> <p>GC1: CallCtlTermConnDroppedEv : Terminal:<br/>irvCTIRD2</p> <p>GC1: ConnDisconnectedEvent : Address: 8889000</p> <p>GC1: CallCtlConnDisconnectedEv : Address:<br/>8889000</p> <p>GC2: TermConnDroppedEv : Terminal: irvCTIRD2</p> <p>GC2: CallCtlTermConnDroppedEv : Terminal:<br/>irvCTIRD2</p> <p>GC2: ConnDisconnectedEvent : Address: 8889000</p> <p>GC2: CallCtlConnDisconnectedEv : Address:<br/>8889000</p> <p>GC1: CiscoCallChangedEv</p> <p>GC2: ConnCreatedEvent : Address: 8886000</p> <p>GC2: ConnConnectedEvent : Address: 8886000</p> <p>GC2: CallCtlConnEstablishedEv : Address: 8886000</p> <p>GC2: TermConnCreatedEvent : Terminal:<br/>irvCTIPort6</p> <p>GC2: TermConnActiveEvent : Terminal:<br/>irvCTIPort6</p> <p>GC2: CallCtlTermConnTalkingEv : Terminal:<br/>irvCTIPort6</p> <p>GC1: TermConnDroppedEv : Terminal: irvCTIPort6</p> | <p>CallingAddress = 8889000,<br/>CalledAddress = 8884000,<br/>CurrentCallingAddress = 8884000,<br/>CurrentCalledAddress = 8886000,<br/>ModifiedCallingAddress = 8884000,<br/>ModifiedCalledAddress = 8886000,<br/>LastRedirectedPartyAddress = 8889000</p> |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                     |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                              | GC1: CallCtlTermConnDroppedEv : Terminal: irvCTIPort6<br>GC1: ConnDisconnectedEvent : Address: 8886000<br>GC1: CallCtlConnDisconnectedEv : Address: 8886000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv<br><br>GC2: CiscoTransferEndEv                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                               |
| disconnect() the call on 8886000 connection. | GC2: TermConnDroppedEv irvCTIPort6<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIPort6<br>GC2: ConnDisconnectedEvent : Address: 8886000<br>GC2: CallCtlConnDisconnectedEv : Address: 8886000<br>GC2: TermConnDroppedEv : Terminal: irvCTIPort4<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIPort4<br>GC2: TermConnDroppedEv : Terminal: irvCTIPort5<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIPort5<br>GC2: ConnDisconnectedEvent : Address: 8884000<br>GC2: CallCtlConnDisconnectedEv : Address: 8884000<br>GC2: CallInvalidEvent<br>GC2: CallObservationEndedEv | CallingAddress = 8889000,<br>CalledAddress = 8884000,<br>CurrentCallingAddress = 8884000,<br>CurrentCalledAddress = 8886000,<br>ModifiedCallingAddress = 8884000,<br>ModifiedCalledAddress = 8886000,<br>LastRedirectedPartyAddress = 8889000 |

**Scenario 5-2 (Conference Call on CTI Remote Device and CTI Port with Another CTI Remote Device)**

D calls A with GC1 as GCID of call; A calls E with GC2 as GCID of call. Set A as conference controller, and then conference/join call from GC2 to GC1. Application is observing all A, D, E.

| Action                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes call.<br/>connect (irvCTIPort6,<br/>8886000, 8889000)</p>                 | <p>GC1: CallActiveEvent<br/>GC1: ConnCreatedEvent 8886000<br/>GC1: ConnConnectedEvent 8886000<br/>GC1: CallCtlConnInitiatedEv 8886000<br/>GC1: TermConnCreatedEvent irvCTIPort6<br/>GC1: TermConnActiveEvent irvCTIPort6<br/>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br/>GC1: CallCtlConnDialingEv 8886000<br/>GC1: CallCtlConnEstablishedEv 8886000<br/>GC1: ConnCreatedEvent 8889000<br/>GC1: ConnInProgressEvent 8889000<br/>GC1: CallCtlConnOfferedEv 8889000<br/>GC1: ConnAlertingEvent 8889000<br/>GC1: CallCtlConnAlertingEv 8889000<br/>GC1: TermConnCreatedEvent irvCTIRD2<br/>GC1: TermConnRingingEvent irvCTIRD2<br/>GC1: CallCtlTermConnRingingEv irvCTIRD2</p> | <p>CallingAddress = 8886000,<br/>CalledAddress = 8889000,<br/>CurrentCallingAddress = 8886000,<br/>CurrentCalledAddress = 8889000,<br/>ModifiedCallingAddress = 8886000,<br/>ModifiedCalledAddress = 8889000,<br/>No LastRedirectedPartyAddress</p> |
| <p>irvCTIRD2's Active<br/>remote destination of<br/>916267829523 answers<br/>the call.</p> | <p>GC1: ConnConnectedEvent 8889000<br/>GC1: CallCtlConnEstablishedEv 8889000<br/>GC1: TermConnActiveEvent irvCTIRD2<br/>GC1: CallCtlTermConnTalkingEv irvCTIRD2</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>CallingAddress = 8886000,<br/>CalledAddress = 8889000,<br/>CurrentCallingAddress = 8886000,<br/>CurrentCalledAddress = 8889000,<br/>ModifiedCallingAddress = 8886000,<br/>ModifiedCalledAddress = 8889000,<br/>No LastRedirectedPartyAddress</p> |

| Action                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes call connect (irvCTIRD2, 8889000, 8889001).</p>                     | <p>GC1: CallCtlTermConnHeldEv irvCTIRD2</p> <p>GC2: CallActiveEvent</p> <p>GC2: ConnCreatedEvent : Address: 8889000</p> <p>GC2: ConnConnectedEvent : Address: 8889000</p> <p>GC2: CallCtlConnInitiatedEv : Address: 8889000</p> <p>GC2: TermConnCreatedEvent : Terminal: irvCTIRD2</p> <p>GC2: TermConnActiveEvent : Terminal: irvCTIRD2</p> <p>GC2: CallCtlTermConnTalkingEv : Terminal: irvCTIRD2</p> <p>GC2: CallCtlConnDialingEv : Address: 8889000</p> <p>GC2: CallCtlConnEstablishedEv : Address: 8889000</p> <p>GC2: ConnCreatedEvent : Address: 8889001</p> <p>GC2: ConnInProgressEvent : Address: 8889001</p> <p>GC2: CallCtlConnOfferedEv : Address: 8889001</p> <p>GC2: ConnAlertingEvent : Address: 8889001</p> <p>GC2: CallCtlConnAlertingEv : Address: 8889001</p> <p>GC2: TermConnCreatedEvent : Terminal: irvCTIRD3</p> <p>GC2: TermConnRingingEvent : Terminal: irvCTIRD3</p> <p>GC2: CallCtlTermConnRingingEv : Terminal: irvCTIRD3</p> | <p>CallingAddress = 8886000,<br/>CalledAddress = 8889000,<br/>CurrentCallingAddress = 8886000,<br/>CurrentCalledAddress = 8889000,<br/>ModifiedCallingAddress = 8886000,<br/>ModifiedCalledAddress = 8889000,<br/>No LastRedirectedPartyAddress</p> <p>CallingAddress = 8889000,<br/>CalledAddress = 8889001,<br/>CurrentCallingAddress = 8889000,<br/>CurrentCalledAddress = 8889001,<br/>ModifiedCallingAddress = 8889000,<br/>ModifiedCalledAddress = 8889001,<br/>No LastRedirectedPartyAddress</p> |
| <p>irvCTIRD3's Active remote destination of 916268210080 answers the call.</p>       | <p>GC2: ConnConnectedEvent : Address: 8889001</p> <p>GC2: CallCtlConnEstablishedEv : Address: 8889001</p> <p>GC2: TermConnActiveEvent : Terminal: irvCTIRD3</p> <p>GC2: CallCtlTermConnTalkingEv : Terminal: irvCTIRD3</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>CallingAddress = 8886000,<br/>CalledAddress = 8889000,<br/>CurrentCallingAddress = 8886000,<br/>CurrentCalledAddress = Unknown,<br/>ModifiedCallingAddress = 8886000,<br/>ModifiedCalledAddress = Unknown,<br/>LastRedirectedPartyAddress: 8889000</p>                                                                                                                                                                                                                                               |
| <p>User1 invokes GC2.setConferenceController (terminal connection of irvCTIRD2).</p> | <p>GC2: CiscoTermConnSelectChangedEv : Terminal: irvCTIRD2</p> <p>GC2: CiscoTermConnSelectChangedEv : Terminal: irvCTIRD2</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Action                                        | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                                                 |
|-----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes<br/>GC2.conference(GC1).</p> | <p>GC2: CiscoConferenceStartEv</p> <p>GC1: TermConnDroppedEv : Terminal: irvCTIRD2</p> <p>GC1: CallCtlTermConnDroppedEv : Terminal:<br/>irvCTIRD2</p> <p>GC1: ConnDisconnectedEvent : Address: 8889000</p> <p>GC1: CallCtlConnDisconnectedEv : Address:<br/>8889000</p> <p>GC1: CiscoCallChangedEv</p><br><p>GC2: ConnCreatedEvent : Address: 8886000</p> <p>GC2: ConnConnectedEvent : Address: 8886000</p> <p>GC2: CallCtlConnEstablishedEv : Address: 8886000</p> <p>GC2: TermConnCreatedEvent : Terminal:<br/>irvCTIPort6</p> <p>GC2: TermConnActiveEvent : Terminal:<br/>irvCTIPort6</p> <p>GC2: CallCtlTermConnTalkingEv : Terminal:<br/>irvCTIPort6</p> <p>GC1: TermConnDroppedEv : Terminal: irvCTIPort6</p> <p>GC1: CallCtlTermConnDroppedEv : Terminal:<br/>irvCTIPort6</p> <p>GC1: ConnDisconnectedEvent : Address: 8886000</p> <p>GC1: CallCtlConnDisconnectedEv : Address:<br/>8886000</p> <p>GC1: CallInvalidEvent</p> <p>GC1: CallObservationEndedEv</p><br><p>GC2: CiscoConferenceEndEv</p> | <p>CallingAddress = 8889000,<br/>CalledAddress = 8889001,<br/>CurrentCallingAddress = 8886000,<br/>CurrentCalledAddress = Unknown,<br/>ModifiedCallingAddress = 8886000,<br/>ModifiedCalledAddress = Unknown,<br/>LastRedirectedPartyAddress: 8889000</p> |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                                    |
|----------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| disconnect() the call on 8889000 connection. | GC2: TermConnDroppedEv : Terminal: irvCTIRD2<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIRD2<br>GC2: ConnDisconnectedEvent : Address: 8889000<br>GC2: CallCtlConnDisconnectedEv : Address: 8889000<br>GC2: TermConnDroppedEv : Terminal: irvCTIRD3<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIRD3<br>GC2: ConnDisconnectedEvent : Address: 8889001<br>GC2: CallCtlConnDisconnectedEv : Address: 8889001 | CallingAddress = 8889000,<br>CalledAddress = 8889001,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = Unknown,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = Unknown,<br>LastRedirectedPartyAddress: 8889000 |
| disconnect() the call on 8889001 connection. | GC2: TermConnDroppedEv : Terminal: irvCTIPort6<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIPort6<br>GC2: ConnDisconnectedEvent : Address: 8886000<br>GC2: CallCtlConnDisconnectedEv : Address: 8886000<br>GC2: CallInvalidEvent<br>GC2: CallObservationEndedEv                                                                                                                                                  | CallingAddress = 8889000,<br>CalledAddress = 8889001,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889001,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889001,<br>LastRedirectedPartyAddress: 8889000 |

**Scenario 5-3 (Multiple Calls on CTI Remote Device)**

D calls A with GC1 as GCID of call; B calls A with GC2 as GCID of call. Application is observing all A, B, D.

| Action                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes call.<br/>connect (irvCTIPort6,<br/>8886000, 8889000)</p>                 | <p>GC1: CallActiveEvent<br/>GC1: ConnCreatedEvent 8886000<br/>GC1: ConnConnectedEvent 8886000<br/>GC1: CallCtlConnInitiatedEv 8886000<br/>GC1: TermConnCreatedEvent irvCTIPort6<br/>GC1: TermConnActiveEvent irvCTIPort6<br/>GC1: CallCtlTermConnTalkingEv irvCTIPort6<br/>GC1: CallCtlConnDialingEv 8886000<br/>GC1: CallCtlConnEstablishedEv 8886000<br/>GC1: ConnCreatedEvent 8889000<br/>GC1: ConnInProgressEvent 8889000<br/>GC1: CallCtlConnOfferedEv 8889000<br/>GC1: ConnAlertingEvent 8889000<br/>GC1: CallCtlConnAlertingEv 8889000<br/>GC1: TermConnCreatedEvent irvCTIRD2<br/>GC1: TermConnRingingEvent irvCTIRD2<br/>GC1: CallCtlTermConnRingingEv irvCTIRD2</p> | <p>CallingAddress = 8886000,<br/>CalledAddress = 8889000,<br/>CurrentCallingAddress = 8886000,<br/>CurrentCalledAddress = 8889000,<br/>ModifiedCallingAddress = 8886000,<br/>ModifiedCalledAddress = 8889000,<br/>No LastRedirectedPartyAddress</p> |
| <p>irvCTIRD2's Active<br/>remote destination of<br/>916267829523 answers<br/>the call.</p> | <p>GC1: ConnConnectedEvent 8889000<br/>GC1: CallCtlConnEstablishedEv 8889000<br/>GC1: TermConnActiveEvent irvCTIRD2<br/>GC1: CallCtlTermConnTalkingEv irvCTIRD2</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>CallingAddress = 8886000,<br/>CalledAddress = 8889000,<br/>CurrentCallingAddress = 8886000,<br/>CurrentCalledAddress = 8889000,<br/>ModifiedCallingAddress = 8886000,<br/>ModifiedCalledAddress = 8889000,<br/>No LastRedirectedPartyAddress</p> |



| Action                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| User1 invokes call.<br>connect (irvCTIPort4,<br>8884000, 8889000) | GC2: CallActiveEvent<br>GC2: ConnCreatedEvent : Address: 8884000<br>GC2: ConnConnectedEvent : Address: 8884000<br>GC2: CallCtlConnInitiatedEv : Address: 8884000<br>GC2: TermConnCreatedEvent : Terminal:<br>irvCTIPort4<br>GC2: TermConnActiveEvent : Terminal:<br>irvCTIPort4<br>GC2: CallCtlTermConnTalkingEv : Terminal:<br>irvCTIPort4<br>GC2: CallCtlConnDialingEv : Address: 8884000<br>GC2: TermConnCreatedEvent : Terminal:<br>irvCTIPort5<br>GC2: TermConnPassiveEvent : Terminal:<br>irvCTIPort5<br>GC2: CallCtlTermConnInUseEv : Terminal:<br>irvCTIPort5<br>GC2: CallCtlConnEstablishedEv : Address: 8884000<br>GC2: ConnCreatedEvent : Address: 8889000<br>GC2: ConnInProgressEvent : Address: 8889000<br>GC2: CallCtlConnOfferedEv : Address: 8889000<br>GC2: ConnAlertingEvent : Address: 8889000<br>GC2: CallCtlConnAlertingEv : Address: 8889000<br>GC2: TermConnCreatedEvent : Terminal:<br>irvCTIRD2<br>GC2: TermConnRingingEvent : Terminal:<br>irvCTIRD2<br>GC2: CallCtlTermConnRingingEv : Terminal:<br>irvCTIRD2 | CallingAddress = 8884000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8884000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8884000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress<br>CallingAddress = 8889000,<br>CalledAddress = 8889001,<br>CurrentCallingAddress = 8889000,<br>CurrentCalledAddress = 8889001,<br>ModifiedCallingAddress = 8889000,<br>ModifiedCalledAddress = 8889001,<br>No LastRedirectedPartyAddress |

| Action                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes GC2.answer(terminal connection of irvCTIRD2). | GC1: CallCtlTermConnHeldEv : Terminal: irvCTIRD2<br><br>GC2: ConnConnectedEvent : Address: 8889000<br>GC2: CallCtlConnEstablishedEv : Address: 8889000<br>GC2: TermConnActiveEvent : Terminal: irvCTIRD2<br>GC2: CallCtlTermConnTalkingEv : Terminal: irvCTIRD2                                                                                                                                                                                                                                                                                                                                   | CallingAddress = 8884000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8884000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8884000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |
| disconnect() the GC2 call on 8889000 connection.            | GC2: TermConnDroppedEv : Terminal: irvCTIRD2<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIRD2<br>GC2: ConnDisconnectedEvent : Address: 8889000<br>GC2: CallCtlConnDisconnectedEv : Address: 8889000<br>GC2: TermConnDroppedEv : Terminal: irvCTIPort4<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIPort4<br>GC2: TermConnDroppedEv : Terminal: irvCTIPort5<br>GC2: CallCtlTermConnDroppedEv : Terminal: irvCTIPort5<br><br>GC2: ConnDisconnectedEvent : Address: 8884000<br>GC2: CallCtlConnDisconnectedEv : Address: 8884000<br>GC2: CallInvalidEvent<br>GC2: CallObservationEndedEv | CallingAddress = 8884000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8884000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8884000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes unhold() on GC1 terminal connection of irvCTIRD2.<br><br>disconnect() the GC1 call on 8889000 connection. | GC1: CallCtlTermConnTalkingEv<br><br>GC1: TermConnDroppedEv : Terminal: irvCTIRD2<br>GC1: CallCtlTermConnDroppedEv : Terminal: irvCTIRD2<br>GC1: ConnDisconnectedEvent : Address: 8889000<br>GC1: CallCtlConnDisconnectedEv : Address: 8889000<br>GC1: TermConnDroppedEv : Terminal: irvCTIPort6<br>GC1: CallCtlTermConnDroppedEv : Terminal: irvCTIPort6<br>GC1: ConnDisconnectedEvent : Address: 8886000<br>GC1: CallCtlConnDisconnectedEv : Address: 8886000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CallingAddress = 8886000,<br>CalledAddress = 8889000,<br>CurrentCallingAddress = 8886000,<br>CurrentCalledAddress = 8889000,<br>ModifiedCallingAddress = 8886000,<br>ModifiedCalledAddress = 8889000,<br>No LastRedirectedPartyAddress |

## CTI Remote Device Use Cases Group 6

### Use Cases Group 6 (CTIRD URI-Dialing Basic Incoming and Outgoing DVO Call Scenarios)

Pre-conditions on Use Cases group 6 below with default jtapi.ini settings, unless specified explicitly (Note: The CTI Ports have Auto-Accept enabled):

- Provider is IN\_SERVICE state.
- Device A (CTI Remote Device - Name: "irvCTIRD3", Line A (DN: 8889001, Directory URIs: "8889001A@cisco.com"))
- Remote Destination 1 (Name: "IRVCell1", Number: "916267829523", Active RD: true)
- Device B (CTI Port - Name: "irvCTIPort2", Line B (DN: 8882000, Directory URIs: "8882000A@cisco.com"))

### Scenario 6-1 (Basic Incoming Call From CTI Port to CTI Remote Device Via URI)

B calls A with GC1 as GCID of call. Application is observing both A and B.

| Action                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call info                                                                                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes call.<br/>connect (irvCTIPort2,<br/>8882000,<br/>"8889001A@cisco.com")</p> | <p>GC1: CallActiveEvent<br/>GC1: ConnCreatedEvent 8882000<br/>GC1: ConnConnectedEvent 8882000<br/>GC1: CallCtlConnInitiatedEv 8882000<br/>GC1: TermConnCreatedEvent irvCTIPort2<br/>GC1: TermConnActiveEvent irvCTIPort2<br/>GC1: CallCtlTermConnTalkingEv irvCTIPort2<br/>GC1: CallCtlConnDialingEv 8882000<br/>GC1: CallCtlConnEstablishedEv 8882000<br/>GC1: ConnCreatedEvent 8889001<br/>GC1: ConnInProgressEvent 8889001<br/>GC1: CallCtlConnOfferedEv 8889001<br/>GC1: ConnAlertingEvent 8889001<br/>GC1: CallCtlConnAlertingEv 8889001<br/>GC1: TermConnCreatedEvent irvCTIRD3<br/>GC1: TermConnRinginEvent irvCTIRD3<br/>GC1: CallCtlTermConnRinginEv irvCTIRD3</p> | <p>CallingAddress = 8882000,<br/>CalledAddress = 8889001,<br/>CurrentCallingAddress = 8882000,<br/>CurrentCalledAddress = 8889001,<br/>ModifiedCallingAddress = 8882000,<br/>ModifiedCalledAddress = 8889001,<br/>No LastRedirectedPartyAddress</p> |
| <p>irvCTIRD3's Active<br/>remote destination of<br/>916267829523 answers<br/>the call.</p>  | <p>GC1: ConnConnectedEvent 8889001<br/>GC1: CallCtlConnEstablishedEv 8889001<br/>GC1: TermConnActiveEvent irvCTIRD3<br/>GC1: CallCtlTermConnTalkingEv irvCTIRD3</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>CallingAddress = 8882000,<br/>CalledAddress = 8889001,<br/>CurrentCallingAddress = 8882000,<br/>CurrentCalledAddress = 8889001,<br/>ModifiedCallingAddress = 8882000,<br/>ModifiedCalledAddress = 8889001,<br/>No LastRedirectedPartyAddress</p> |

| Action                                       | Events                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                              |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Disconnect() the call on 8882000 connection. | GC1: TermConnDroppedEv irvCTIPort2<br>GC1: CallCtlTermConnDroppedEv irvCTIPort2<br>GC1: ConnDisconnectedEvent 8882000<br>GC1: CallCtlConnDisconnectedEv 8882000<br>GC1: TermConnDroppedEv irvCTIRD3<br>GC1: CallCtlTermConnDroppedEv irvCTIRD3<br>GC1: ConnDisconnectedEvent 8889001<br>GC1: CallCtlConnDisconnectedEv 8889001<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv | CallingAddress = 8882000,<br>CalledAddress = 8889001,<br>CurrentCallingAddress = 8882000,<br>CurrentCalledAddress = 8889001,<br>ModifiedCallingAddress = 8882000,<br>ModifiedCalledAddress = 8889001,<br>No LastRedirectedPartyAddress |

**Scenario 6-2 (Basic Outgoing DVO Call From CTI Remote Device to CTI Port Via URI)**

A calls B with GC1 as GCID of call. Application is observing both A and B.

| Action                                                                 | Events                                                                                                                         | Call info                                                                                                                                                                                                                              |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes call. connect (irvCTIRD3, 8889001, "8882000A@cisco.com") | GC1: CallActiveEvent<br>GC1: ConnCreatedEvent 8889001<br>GC1: ConnInProgressEvent 8889001<br>GC1: CallCtlConnOfferedEv 8889001 | CallingAddress = Unknown,<br>CalledAddress = 8889001,<br>CurrentCallingAddress = Unknown,<br>CurrentCalledAddress = 8889001,<br>ModifiedCallingAddress = Unknown,<br>ModifiedCalledAddress = 8889001,<br>No LastRedirectedPartyAddress |

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| irvCTIRD3's Active remote destination of 916267829523 answers the call. | GC1: ConnConnectedEvent 8889001<br>GC1: CallCtlConnEstablishedEv 8889001<br>GC1: TermConnCreatedEvent irvCTIRD3<br>GC1: TermConnActiveEvent irvCTIRD3<br>GC1: CallCtlTermConnTalkingEv irvCTIRD3<br>GC1: ConnCreatedEvent 8882000<br>GC1: ConnInProgressEvent 8882000<br>GC1: CallCtlConnOfferedEv 8882000<br>GC1: ConnAlertingEvent 8882000<br>GC1: CallCtlConnAlertingEv 8882000<br>GC1: TermConnCreatedEvent irvCTIPort2<br>GC1: TermConnRingingEvent irvCTIPort2<br>GC1: CallCtlTermConnRingingEv irvCTIPort2 | CallingAddress = Unknown,<br>CalledAddress 8889001,<br>CurrentCallingAddress = 8889001,<br>CurrentCalledAddress = 8882000,<br>ModifiedCallingAddress = 8889001,<br>ModifiedCalledAddress = 8882000,<br>No LastRedirectedPartyAddress   |
| Answer() the call on 8882000 terminal connection.                       | GC1: ConnConnectedEvent 8882000<br>GC1: CallCtlConnEstablishedEv 8882000<br>GC1: TermConnActiveEvent irvCTIPort2<br>GC1: CallCtlTermConnTalkingEv irvCTIPort2                                                                                                                                                                                                                                                                                                                                                     | CallingAddress = Unknown,<br>CalledAddress = 8889001,<br>CurrentCallingAddress = 8889001,<br>CurrentCalledAddress = 8882000,<br>ModifiedCallingAddress = 8889001,<br>ModifiedCalledAddress = 8882000,<br>No LastRedirectedPartyAddress |
| Disconnect() the call on 8889001 connection.                            | GC1: TermConnDroppedEv irvCTIRD3<br>GC1: CallCtlTermConnDroppedEv irvCTIRD3<br>GC1: ConnDisconnectedEvent 8889001<br>GC1: CallCtlConnDisconnectedEv 8889001<br>GC1: TermConnDroppedEv irvCTIPort2<br>GC1: CallCtlTermConnDroppedEv irvCTIPort2<br>GC1: ConnDisconnectedEvent 8882000<br>GC1: CallCtlConnDisconnectedEv 8882000<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv                                                                                                                            | CallingAddress = Unknown,<br>CalledAddress = 8889001,<br>CurrentCallingAddress = 8889001,<br>CurrentCalledAddress = 8882000,<br>ModifiedCallingAddress = 8889001,<br>ModifiedCalledAddress = 8882000,<br>No LastRedirectedPartyAddress |

# CTI RD Call Forward

*Table 261: Phone A Calls CTIRD When CTI Remote Device Is Observed, Active RD Is Not Set and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Enabled; A - IP Phone, B - CTI-RD, C - RDD1, D - RDD2, E - Enterprise Line*

| Action                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call Info           |
|--------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| User1 Opens Provider and adds a provider observer<br>Add Call Observer on A, B and E | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                     |
| A calls B                                                                            | CallActiveEv on A, B, E<br>ConnCreatedEv on A, B, E<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B, E<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnCreatedEv on B<br>ConnInProgressEv on B, E<br>CallCtlConnOfferedEv on B, E<br>ConnAlertingEv on A, B, E<br>CallCtlConnAlertingEv on A, B, E<br>TermConnCreated on Term B<br>TermConnRingingEv on B, E<br>CallCtlTermConnRingingEv on B, E | All RDD's will ring |
| C answers the call                                                                   | <b>At Step 3:</b><br>ConnConnectedEv on B<br>CallCtlConnEstablishedEv on B<br>TermConnActiveEvent on B<br>CallCtlTermConnTalkingEv on B                                                                                                                                                                                                                                                                                                                                                                                |                     |

| Action               | Events                                                                                                                                                                                                           | Call Info |
|----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Disconnects the call | At Step 4:<br>TermConnDroppedEv on A, B, E<br>CallCtlTermConnDroppedEv on A, B, E<br>ConnDisconnectedEv on A, B, E<br>CallCtlConnDisconnectedEv on A, B, E<br>CallInvalidEv<br>CallObservationEndedEv on A, B, E |           |

**Table 262: Phone A Calls CTIRD When CTI Remote Device Is Observed, Active RD Is Not Set and "Route Calls to All Remote Destinations When Client Is Not Connected" is Disabled; A - IP Phone, B - CTI-RD, C - RDD1, D - RDD2**

| Action                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call Info                           |
|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------|
| User1 Opens Provider and adds a provider observer<br>Opens only A and no events for B | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                               |                                     |
| GC1: A calls B                                                                        | CallActiveEv on A, B,<br>ConnCreatedEv on A, B,<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B,<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B,<br>CallCtlConnAlertingEv on A, B,<br>ConnInProgressEv on B<br>CallCtlConnOfferedEv on B<br>TermConnRingingEv on B<br>CallCtlTermConnRingingEv on B |                                     |
| Call will disconnect with message USER_BUSY                                           | ConnFailedEv for A                                                                                                                                                                                                                                                                                                                                                                                                                            | USER_BUSY on Shared enterprise line |



**Table 263: Phone A Calls CTIRD When CTI Remote Device Is Observed, Remote Destination Is Not Configured and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Enabled; A- IP Phone, B - CTI-RD. VoiceMail Is Configured**

| Action                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                            |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| User1 Opens Provider and adds a provider observer | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                              |                                      |
| GC1: A calls B                                    | CallActiveEv on A, B,<br>ConnCreatedEv on A, B<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnInProgressEv on VoiceMail of B<br>CallCtlConnOfferedEv on VoiceMail of B<br>ConnAlertingEv on VoiceMail of B<br>CallCtlConnAlertingEv on VoiceMail of B |                                      |
| Call will Route to Voice mail number              |                                                                                                                                                                                                                                                                                                                                                                                                                              | Call will route to voice mail number |

**Table 264: Phone A Calls CTIRD When CTI Remote Device Is Observed, Remote Destination Is Not Configured and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Disabled; A - IP Phone, B - CTI-RD. VoiceMail Is Configured for B**

| Action                                                                  | Events          | Call Info |
|-------------------------------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider observer<br>Only A is observed | ProvInServiceEv |           |

| Action                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call Info                            |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| A calls B                            | CallActiveEv on A, B<br>ConnCreatedEv on A, B<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B, C<br>CallCtlConnAlertingEv on A, B<br>ConnInProgressEv on B<br>CallCtlConnOfferedEv on B<br>TermConnRingingEv on B<br>CallCtlTermConnRingingEv on B |                                      |
| Call will Route to Voice mail number |                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call will route to voice mail number |

**Table 265: Phone A Calls CTIRD When CTI Remote Device Is Observed, Active RD Is Set and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Enabled; A IP Phone, B CTI-RD, C RDD1, D RDD2**

| Action                                                                                                         | Events          | Call Info |
|----------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider observer<br>Applications adds C as the active remote destination on B | ProvInServiceEv |           |

| Action                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call Info |
|------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls B              | CallActiveEv on A, B<br>ConnCreatedEv on A, B<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B<br>CallCtlConnAlertingEv on A, B<br>ConnInProgressEv on B<br>CallCtlConnOfferedEv on B<br>TermConnRingingEv on<br>CallCtlTermConnRingingEv on B |           |
| C answers the call     | ConnConnectedEv on B<br>CallCtlConnEstablishedEv on B<br>TermConnActiveEvent on B<br>CallCtlTermConnTalkingEv on B                                                                                                                                                                                                                                                                                                                     |           |
| C Disconnects the call | TermConnDroppedEv on A, B<br>CallCtlTermConnDroppedEv on A, B<br>ConnDisconnectedEv on A, B<br>CallCtlConnDisconnectedEv on A, B<br>CallObservationEndedEv on A, B                                                                                                                                                                                                                                                                     |           |

**Table 266: Phone A Calls CTIRD When CTI Remote Device Is Observed, Active RD Is Set and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Disabled; A IP Phone, B CTI-RD, C RDD1, D RDD2**

| Action                                                                                                         | Events          | Call Info |
|----------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider observer<br>Applications adds C as the active remote destination on B | ProvInServiceEv |           |

| Action                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call Info |
|------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls B              | CallActiveEv on A, B<br>ConnCreatedEv on A, B<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B,<br>CallCtlConnAlertingEv on A, B<br>ConnInProgressEv on B<br>CallCtlConnOfferedEv on B<br>TermConnRingingEv on B<br>CallCtlTermConnRingingEv on B |           |
| C answers the call     | ConnConnectedEv on B<br>CallCtlConnEstablishedEv on B<br>TermConnActiveEvent on B<br>CallCtlTermConnTalkingEv on B                                                                                                                                                                                                                                                                                                                        |           |
| C Disconnects the call | TermConnDroppedEv on A, B<br>CallCtlTermConnDroppedEv on A, B<br>ConnDisconnectedEv on A, B<br>CallCtlConnDisconnectedEv on A, B<br>CallObservationEndedEv on A, B                                                                                                                                                                                                                                                                        |           |

**Table 267: Phone A Calls CTIRD When CTI Remote Device Is Observed, Active RD Is Not Set and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Enabled; A - IP Phone, B - CTI-RD, C - RDD1, D - RDD2, E - Enterprise Line**

| Action                                                                               | Events          | Call Info |
|--------------------------------------------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider observer<br>Add Call Observer on A, B and E | ProvInServiceEv |           |

| Action                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call Info         |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------|
| A calls B              | CallActiveEv on A, B, E<br>ConnCreatedEv on A, B, E<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B, E<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B, E<br>CallCtlConnAlertingEv on A, B, E<br>ConnInProgressEv on B, E<br>CallCtlConnOfferedEv on B, E<br>TermConnRingingEv on B, E<br>CallCtlTermConnRingingEv on B, E | All RDD will ring |
| C answers the call     | ConnConnectedEv on B<br>CallCtlConnEstablishedEv on B<br>TermConnActiveEvent on B<br>CallCtlTermConnTalkingEv on B                                                                                                                                                                                                                                                                                                                                                  |                   |
| C Disconnects the call | TermConnDroppedEv on A, B, E<br>CallCtlTermConnDroppedEv on A, B, E<br>ConnDisconnectedEv on A, B, E<br>CallCtlConnDisconnectedEv on A, B, E<br>CallObservationEndedEv on A, B, E                                                                                                                                                                                                                                                                                   |                   |

**Table 268: Phone A Calls CTIRD When CTI Remote Device Is Observed, Active RD Is Not Set and "Route Calls to All Remote Destinations When Client Is Not Connected" is Disabled; A - IP Phone, B - CTI-RD, C - RDD1, D - RDD2**

| Action                                                                             | Events          | Call Info |
|------------------------------------------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider observer<br>Add Call Observers on A and B | ProvInServiceEv |           |

| Action                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call Info                              |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|
| A calls B                                      | CallActiveEv on A, B,<br>ConnCreatedEv on A, B,<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B,<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B,<br>CallCtlConnAlertingEv on A, B,<br>ConnInProgressEv on B<br>CallCtlConnOfferedEv on B<br>TermConnRingingEv on B<br>CallCtlTermConnRingingEv on B | All RDD will ring                      |
| call will disconnect with message<br>USER_BUSY |                                                                                                                                                                                                                                                                                                                                                                                                                                               | USER_BUSY on Shared<br>enterprise line |

**Table 269: Phone A Calls CTIRD When CTI Remote Device Is Observed, Remote Destination Is Not Configured and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Enabled; A - IP Phone, B - CTI-RD, C - RDD1, D - RDD2**

| Action                                                                                    | Events          | Call Info |
|-------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider<br>observer<br><br>Add Call Observers on A and B | ProvInServiceEv |           |

| Action                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call Info                            |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| A calls B                            | CallActiveEv on A, B,<br>ConnCreatedEv on A, B<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B<br>CallCtlConnAlertingEv on A, B<br>ConnInProgressEv on B<br>CallCtlConnOfferedEv on B<br>TermConnRingingEv on B<br>CallCtlTermConnRingingEv on B |                                      |
| Call will Route to Voice mail number |                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call will route to voice mail number |

**Table 270: Phone A Calls CTIRD When CTI Remote Device Is Observed, Remote Destination Is Not Configured and "Route Calls to All Remote Destinations When Client Is Not Connected" Is Disabled; A - IP Phone, B - CTI-RD, C - RDD1, D - RDD2**

| Action                                                                             | Events          | Call Info |
|------------------------------------------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider observer<br>Add Call Observers on A and B | ProvInServiceEv |           |

| Action                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call Info                            |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
| A calls B                            | CallActiveEv on A, B<br>ConnCreatedEv on A, B<br>ConnConnectedEv on A<br>CallCtlConnInitiatedEv on A<br>TermConnCreatedEv on A, B<br>TermConnActiveEvent on A<br>CallCtlTermConnTalkingEv on A<br>CallCtlConnDialingEv on A<br>CallCtlConnEstablishedEv on A<br>ConnAlertingEv on A, B, C<br>CallCtlConnAlertingEv on A, B<br>ConnInProgressEv on B<br>CallCtlConnOfferedEv on B<br>TermConnRingingEv on B<br>CallCtlTermConnRingingEv on B |                                      |
| Call will Route to Voice mail number |                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call will route to voice mail number |

## CTI Video Support

Use cases related to CTI Video Support feature are mentioned below:

### Scenario 1:

Phone A is video capable, telepresence capable, with 1 screen and a camera, and in registered state. User1 has phone A in the control list. User invokes `CiscoTerminal.getCiscoMultiMediaCapabilityInfo().getVideoCapability()` before opening the device.

| Action                                                                                                        | Events          | Call info                                                                                                    |
|---------------------------------------------------------------------------------------------------------------|-----------------|--------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                             | ProvInServiceEv |                                                                                                              |
| User1 invokes <code>CiscoTerminal.i getCiscoMultiMediaCapabilityInfo().getVideoCapability()</code> on termA   |                 | <code>termA. getCiscoMultiMediaCapabilityInfo(). getVideoCapability() = VIDEO_ENABLED</code>                 |
| User1 invokes <code>CiscoTerminal.i getCiscoMultiMediaCapabilityInfo().getTelepresenceInfo ()</code> on termA |                 | <code>termA. getCiscoMultiMediaCapabilityInfo(). getTelepresenceInfo () = TELEPRESENCEINTEROP_ENABLED</code> |



| Action                                                                                              | Events | Call info                                                        |
|-----------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------|
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () on termA |        | termA. getCiscoMultiMediaCapabilityInfo(). getScreenCount () = 1 |

**Scenario 2**

Phone A is not video capable, not telepresence capable with 0 screens. User1 has phone A in the control list. The user invokes CiscoTerminal.getCiscoMultiMediaCapabilityInfo().getVideoCapability() before opening device

| Action                                                                                                   | Events          | Call info                                                                                    |
|----------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                        | ProvInServiceEv |                                                                                              |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA     |                 | termA. getCiscoMultiMediaCapabilityInfo(). getVideoCapability() = NONE                       |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () on termA |                 | termA. getCiscoMultiMediaCapabilityInfo(). getTelepresenceInfo () = TELEPRESENCEINTEROP_NONE |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () on termA      |                 | termA. getCiscoMultiMediaCapabilityInfo(). getScreenCount () = 0                             |

**Scenario 3**

Phone A is video capable, telepresence capable, with 1 screen and a camera. User1 has phone A in the control list. The user invokes CiscoTerminal.getCiscoMultiMediaCapabilityInfo().getVideoCapability() after opening the device.

| Action                                                                                                   | Events                                          | Call info                                                                                             |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                        | ProvInServiceEv                                 |                                                                                                       |
| User1 opens termA                                                                                        | CiscoTermOutOfServiceEv<br>CiscoTermInServiceEv | termA. getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() = NONE                             |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA     |                                                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() = VIDEO_ENABLED                    |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () on termA |                                                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () =<br>TELEPRESENCEINTEROP_ENABLED |

| Action                                                                                              | Events | Call info                                                           |
|-----------------------------------------------------------------------------------------------------|--------|---------------------------------------------------------------------|
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () on termA |        | termA. getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () = 1 |

**Scenario 4**

Phone A is video not capable, not telepresence capable with 0 screens. User1 has phone A in the control list. The user invokes CiscoTerminal.getCiscoMultiMediaCapabilityInfo().getVideoCapability() after opening the device.

| Action                                                                                                   | Events                                          | Call info                                                                                          |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider<br>observer                                                     | ProvInServiceEv                                 |                                                                                                    |
| User1 opens termA                                                                                        | CiscoTermOutOfServiceEv<br>CiscoTermInServiceEv |                                                                                                    |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA     |                                                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() = NONE                          |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () on termA |                                                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () =<br>TELEPRESENCEINTEROP_NONE |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () on termA      |                                                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () = 0                                |

**Scenario 5**

Phone A is video capable, telepresence capable, with 1 screen and a camera. User1 does not have phone A in the control list. User1 has Super provider capabilities.

| Action                                                                                               | Events                                           | Call info                                                                          |
|------------------------------------------------------------------------------------------------------|--------------------------------------------------|------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider<br>observer                                                 | ProvInServiceEv                                  |                                                                                    |
| User1 acquires phone A using<br>prov.createTerminal("phoneA")                                        | CiscoTermCreatedEv TermA<br>CiscoAddrCreatedEv A |                                                                                    |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA |                                                  | termA. getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() = VIDEO_ENABLED |

| Action                                                                                                   | Events | Call info                                                                                             |
|----------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () on termA |        | termA. getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () =<br>TELEPRESENCEINTEROP_ENABLED |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () on termA      |        | termA. getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () = 1                                   |

**Scenario 6**

Phone A is not video capable, not telepresence capable and has 0 screens. User1 does not have phone A in the control list. User1 has Super provider capabilities

| Action                                                                                                   | Events                                           | Call info                                                                                          |
|----------------------------------------------------------------------------------------------------------|--------------------------------------------------|----------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider<br>observer                                                     | ProvInServiceEv                                  |                                                                                                    |
| User1 acquires phone A using<br>prov.createTerminal("phoneA")                                            | CiscoTermCreatedEv TermA<br>CiscoAddrCreatedEv A |                                                                                                    |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA     |                                                  | termA. getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() = NONE                          |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () on termA |                                                  | termA. getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () =<br>TELEPRESENCEINTEROP_NONE |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () on termA      |                                                  | termA. getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () = 0                                |

**Scenario 7**

Phone A is a CTI Port or RoutePoint. User1 has phone A in the control list. The user invokes  
CiscoTerminal.getCiscoMultiMediaCapabilityInfo().getVideoCapability().

| Action                                                                                               | Events                                          | Call info                                                                                                         |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider<br>observer                                                 | ProvInServiceEv                                 |                                                                                                                   |
| User1 opens termA and registers it                                                                   | CiscoTermOutOfServiceEv<br>CiscoTermInServiceEv |                                                                                                                   |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA |                                                 | The API returns MethodNotSupportedException - Not<br>supported on Media Terminals and RPs and Remote<br>Terminals |

| Action                                                                                                   | Events | Call info                                                                                                   |
|----------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo () on termA |        | The API returns MethodNotSupportedException - Not supported on Media Terminals and RPs and Remote Terminals |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount () on termA      |        | The API returns MethodNotSupportedException - Not supported on Media Terminals and RPs and Remote Terminals |

**Scenario 8**

Basic Video call: Phone A is video enabled, telepresence enabled with 1 screen. Phone B is video disabled , telepresence disabled with 0 screens. Both the phones are in the control list of User1.

| Action                                              | Events                                                   | Call info |
|-----------------------------------------------------|----------------------------------------------------------|-----------|
| User Opens provider and adds observer               | ProvInServiceEv                                          |           |
| User adds terminal observers on Phone A and Phone B | CiscoTermInServiceEv TermA<br>CiscotermInServiceEv TermB |           |
| User adds callObserves on the address A and B       | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B         |           |

| Action                        | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info |
|-------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| User makes a call from A to B | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1<br>CallCtlTermConnRingingEvImpl B |           |
| B answers the call            | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1<br>CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                  |           |

| Action                                                                                                                | Events | Call info                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCallingTerminalMulti<br>MediaCapabilityInfo().<br>getVideoCapability() on GC1               |        | The API returns 1, indicating video capable device( VIDEO_ENABLED) for TermA( far-end party).                          |
| App does CiscoCall.<br>getCallingTerminalMulti<br>MediaCapabilityInfo().<br>getTelepresenceInfo() on GC1              |        | The API returns 1, indicating telepresence capable device(TELEPRESENCEINTEROP_ENABLED) for TermA( far-end party).      |
| App does CiscoCall.<br>getCallingTerminalMulti<br>MediaCapabilityInfo. getScreenCount() on GC1                        |        | The API returns 1, indicating device has 1 screen, for TermA( far-end party).                                          |
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1 |        | The API returns 0, indicating video capable device( NONE) for Term B                                                   |
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo().<br>getTelepresenceInfo() on GC1               |        | The API returns 1, indicating device is not telepresence capable (TELEPRESENCEINTEROP_NONE) for TermA( far-end party). |
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo .getScreenCount() on GC1                         |        | The API returns 1, indicating device has 0 screens, for TermA( far-end party).                                         |

### Scenario 9

Phone A is video disabled ( in CUCM Admin Phone page, the Video Capabilities field is 'Disabled' ), but the device has an an external camera (USB or CUVA) plugged in. Phone A is in registered state.

| Action                                                                                                      | Events          | Call info                                                                 |
|-------------------------------------------------------------------------------------------------------------|-----------------|---------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                           | ProvInServiceEv |                                                                           |
| User1 invokes<br>CiscoTerminal.<br>getCiscoMulti<br>MediaCapabilityInfo().<br>getVideoCapability() on termA |                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() = NONE |

| Action                                                                                           | Events                                                                                       | Call info                                                                       |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| In Device Configuration CUCM Admin pages- Video Capabilities field is changed to 'Enabled'       | CiscoProvTerminalMultiMedia CapabilityChangedEv                                              | termA. getCiscoMultiMediaCapabilityInfo(). getVideoCapability() = VIDEO_ENABLED |
| The external camera is removed, or the Cisco Camera field in CUCM Admin Phone page is 'Disabled' | No event is delivered, as the device is still a video capable device as it can receive video |                                                                                 |
| User1 invokes CiscoTerminal. getCiscoMultiMediaCapabilityInfo(). getVideoCapability() on termA   |                                                                                              | termA. getCiscoMultiMediaCapabilityInfo(). getVideoCapability() = VIDEO_ENABLED |
| In Device Configuration CUCM Admin pages- Video Capabilities field is changed to 'Disabled'      | CiscoProvTerminalMultiMedia CapabilityChangedEv                                              | termA. getCiscoMultiMediaCapabilityInfo(). getVideoCapability() = NONE          |

## Device and Line Restriction

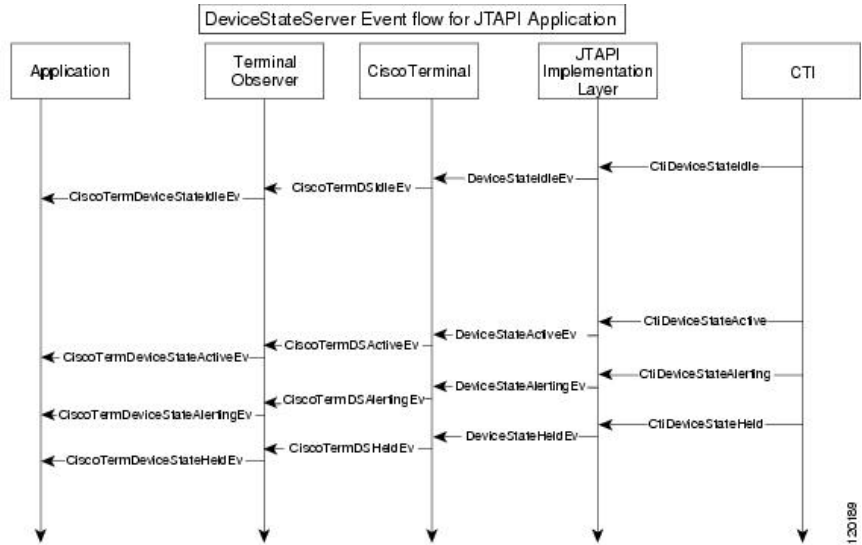
| S.No | Scenario                                                                                                                                                                                                                                                                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | <p>Application has Devices T1, T2, T3 whose lines are A1, A2, A3 in the control list. T1 and A3 is added into the restricted list. Application opens the provider</p> <p>Application queries for is Restricted on T1, T2, T3</p> <p>Application queries for is Restricted on Address A1, A2, A3</p> <p>Application tries to addObserver and addCallObserver on T1, T2, T3, A1, A2, A3</p> | <p>CiscoTerminal.isRestricted() returns true for T1 and false for T2 and T3</p> <p>CiscoAddress.isRestricted() returns true for A1, A3, false for A2.</p> <p>CiscoAddress.getRestrictedAddrTerminals() on A1, A3 returns T1, T3 respectively, returns null for A2.</p> <p>addObserver and addCallObserver fails for T1, A1, A3. For T3 observer is added, but no events are received on A3. For A2, application will be able to add observers successfully and events will be received</p> |
| 2    | Application has Devices T1, T2, T3 whose lines are A1, A2, A3 in the control list.                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

| S.No | Scenario                                                                                                                                                                                                                                                                                                                                                              | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <p>Application opens the provider and adds observer on all terminals and addresses.</p> <p>T1 and A2 are added to the restricted list.</p> <p>T1 and L2 are removed from restricted list</p>                                                                                                                                                                          | <p>CiscoTermRestrictedEv for T1<br/>                     CiscoAddrRestrictedEv for L1<br/>                     CiscoAddrRestrictedEv for A2 sent to providerObserver.</p> <p>CiscoTermOutOfServiceEv for T1<br/>                     CiscoAddrOutOfServiceEv for L1<br/>                     CiscoAddrOutOfServiceEv for A2</p> <p>CiscoTermActivatedEv for T1 and<br/>                     CiscoAddrActivatedEv for A1<br/>                     CiscoAddrActivatedEv for A2 sent to providerObserver.<br/>                     CiscoTermInServiceEv for T1 and<br/>                     CiscoAddrInServiceEv for A1<br/>                     CiscoAddrInServiceEv for A2 sent to terminal and address observers.</p> |
| 3    | <p>Application has Devices T1, T2, T3 whose lines are A1, A1, A2 in the control list. A1 is the shared line on T1 and T2</p> <p>Application opens provider and adds observer on all terminals/addresses</p> <p>T1 is added into the restricted list.</p> <p>T1 is removed from the restricted list</p>                                                                | <p>Application will see CiscoTermRestrictedEv for T1 and CiscoAddrRestrictedOnTerminalEv which contains getAddress is L1 and getTerminal as T1. Application will also see CiscoTermOutOfServiceEv for T1 and CiscoAddrOutOfServiceEv for A1/T1</p> <p>CiscoTermActivatedEv for T1<br/>                     CiscoAddrActivatedEv for L1<br/>                     CiscoTermInServiceEv for T1<br/>                     CiscoAddrInServiceEv for A1/T1</p>                                                                                                                                                                                                                                                               |
| 4    | <p>Application has Devices T1, T2, T3 whose lines are A1, A1, A1 in the control list. A1 is the shared line on T1, T2 and T3</p> <p>Application opens the provider and adds observer on all terminals and addresses</p> <p>A1 on T1 is added to the restricted list</p> <p>A1 on T2 is added to therestricted list</p> <p>A1 on T3 is added to therestricted list</p> | <p>CiscoAddrRestrictedOnTerminalEv for A1/T1<br/>                     CiscoAddrOutOfServiceEv for A1/T1</p> <p>CiscoAddrRestrictedOnTerminalEv for A1/T2<br/>                     CiscoAddrOutOfServiceEv for A1/T2</p> <p>CiscoAddrRestrictedEv for A1<br/>                     CiscoAddrOutOfServiceEv for A1/T3</p>                                                                                                                                                                                                                                                                                                                                                                                                |



| S.No | Scenario                                                                                                                                                                                                                                                              | Events                                                                                                                                                                                                                                      |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      | <p>A1 on T1 is removed from the restricted list</p> <p>A1 on T2 is removed from the restricted list</p> <p>A1 on T3 is removed from the restricted list</p>                                                                                                           | <p>CiscoAddrActivatedOnTerminalEv for A1/T1<br/>CiscoAddrInServiceEv for A1/T1</p> <p>CiscoAddrActivatedOnTerminalEv for A1/T2<br/>CiscoAddrInServiceEv for A1/T2</p> <p>CiscoAddrActivatedEv for A1<br/>CiscoAddrInServiceEv for A1/T3</p> |
| 5    | <p>Application has Devices T1, T2, T3 whose lines are A1, A2, A3 in the control list.</p> <p>Application opens the provider and adds observer on all terminals and addresses. A1 is involved in a call with party X.</p> <p>A1 is added into the restricted list.</p> | <p>CiscoAddrRestrictedEv for A1<br/>CiscoAddrOutOfServiceEv for A1</p> <p>ConnDisconnectedEv<br/>CallCtlConnDisconnectedEv<br/>TermConnDroppedEv<br/>CallCtlConnDroppedEv<br/>CallInvalidEv</p>                                             |

# Device State Server



## Do Not Disturb

Configuration: Application is observing terminal A and terminal B.

### Scenario One

Application adds Terminal observer to terminal A using Terminal.addObserver(). Filter is enabled via setDNDChangedEvFilter. DND is enabled on the terminal. Application invokes getDNDStatus() from CiscoTerminal.

| Action                                                                                                                                                                                                                                                 | Events                                                                                                                                                                                             | Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>Application adds terminal observer to terminal A. Filter is enabled via setDNDChangedEvFilter() in CiscoTermEvFilter. DND is enabled on the terminal through phone or admin page.</p> <p>Application invokes getDNDStatus() from CiscoTerminal.</p> | <p>NEW META EVENT _____</p> <p>META_CALL_STARTING</p> <p>CiscoTermDNDStatusChangedEv A</p> <p>Cause: CAUSE_NORMAL for DND Status: true</p> <p>DND status = true is returned to the application</p> | N.A       |

**Scenario Two**

Application enables filter to receive events. Application adds Terminal observer to terminal A using Terminal.addObserver(). DND is enabled on the terminal. Application invokes getDNDStatus() from CiscoTerminal.

| Action                                                                                                                                                                                                                                 | Events                                                                                                                                                                                      | Call info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>Application enables filter to receive events. Application adds terminal observer to terminal</p> <p>A. DND is enabled on the device through phone or admin pages.</p> <p>Application invokes getDNDStatus() from CiscoTerminal.</p> | <p>NEW META</p> <p>EVENT _____ META_CALL_STARTING</p> <p>CiscoTermDNDStatusChangedEv A Cause: CAUSE_NORMAL for DND Status: true</p> <p>DND status = true is returned to the application</p> | N.A       |

**Scenario Three**

Application adds Terminal observer to terminal A using Terminal.addObserver(). Filter is disabled via setDNDChangedEvFilter() in CiscoTermEvFilter. Application invokes getDNDStatus() from CiscoTerminal.

| Action                                                                                                                                                                                                                   | Events                                                              | Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|-----------|
| <p>Application adds Terminal observer to terminal A using Terminal.addObserver(). Filter is disabled via setDNDChangedEvFilter() in CiscoTermEvFilter.</p> <p>Application invokes getDNDStatus() from CiscoTerminal.</p> | <p>CiscoTermDNDStatusChangedEv is not delivered to application.</p> | N.A       |

**Scenario Four**

Application does not add Terminal observer to terminal. Application invokes getDNDStatus() from CiscoTerminal.

| Action                                                                                                                       | Events                                 | Call info |
|------------------------------------------------------------------------------------------------------------------------------|----------------------------------------|-----------|
| <p>Application does not add Terminal observer to terminal.</p> <p>Application invokes getDNDStatus() from CiscoTerminal.</p> | <p>InvalidStateException is thrown</p> | N.A       |

**Scenario Five**

Application does not enable the filter to receive events. Application adds Terminal observer to terminal A. DND status is set to true through the phone or admin pages. Application now enables the filter to receive events. Application invokes getDNDStatus() from CiscoTerminal.

| Action                                                                                                                                                                                                                                                                                            | Events                                                                                                                                                                                                                                           | Call info |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Application does not enable the filter to receive events. Application adds Terminal observer to terminal A. DND status is set to true through the phone or admin pages.<br><br>Application now enables the filter to receive events<br><br>Application invokes getDNDStatus() from CiscoTerminal. | CiscoTermDNDStatusChangedEv is not delivered to application.<br><br>NEW META EVENT _____<br>META_CALL_STARTING<br><br>CiscoTermDNDStatusChangedEv A Cause: CAUSE_NORMAL for DND Status: true<br><br>DND status = true is returned to application | N.A       |

**Scenario Six**

Application sets DND status to false by invoking the setDNDStatus() interface on CiscoTerminal.

| Action                                                 | Events                                                                                                                       | Call info |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------|
| Application invokes setDNDStatus() from CiscoTerminal. | NEW META EVENT _____<br>META_CALL_STARTING<br><br>CiscoTermDNDStatusChangedEv A<br>Cause: CAUSE_NORMAL for DND Status: false | N.A       |

**Scenario Seven**

Application 1 and Application 2 are observing terminal a, and both the applications have enabled the filter to receive events. Application 1 sets DND status to false on Terminal A. Application 2 is observing Terminal A.

| Action                                                 | Events                                                                                                                       | Call info |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|-----------|
| Application invokes setDNDStatus() from CiscoTerminal. | NEW META EVENT _____<br>META_CALL_STARTING<br><br>CiscoTermDNDStatusChangedEv A<br>Cause: CAUSE_NORMAL for DND Status: false | N.A       |

**Scenario Eight**

DND Type is RingerOff and CFNA is not set. Terminal B calls Terminal A. Call is presented to A and call is not answered.

| Action                                                                                       | Events                                                                                                           | Call info |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|-----------|
| Application invokes redirect() API with feature priority set to 3 from CiscoCall.            | Call is presented to the device, irrespective of the DND settings on the device. CER call overrides DND setting. | N.A       |
| Application invokes selectRoute() API with feature priority set to 3 from CiscoRouteSession. | Call is presented to the device, irrespective of the DND settings on the device. CER call overrides DND setting. | N.A       |

**Scenario Nine**

| Action                                                                                                                   | Events                              | Call info |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------|-----------|
| DND Type is RingerOff and CFNA is not set. Terminal B calls Terminal A .Call is presented to A and call is not answered. | ConnFailedEv Cause: CAUSE_NO ANSWER | N.A       |

**Scenario Ten**

DND Type is CallReject and CFB is not set. Terminal B calls Terminal A. Call is not presented to A.

| Action                                                                                             | Events                              | Call info |
|----------------------------------------------------------------------------------------------------|-------------------------------------|-----------|
| DND Type is CallReject and CFB is not set. Terminal B calls Terminal A. Call is not presented to A | ConnFailedEv Cause: CAUSE_USER BUSY | N.A       |

**Scenario Eleven**

DND is enabled on the terminal A. Terminal A comes IN\_SERVICE. Application invokes getDNDStatus() on CiscoTerm in ServiceEv.

| Action                                                         | Events                                                           | Call info |
|----------------------------------------------------------------|------------------------------------------------------------------|-----------|
| DND is enabled on the terminal A. Terminal A comes IN_SERVICE. | CiscoTermInServiceEv<br>Cause: CAUSE_NORMAL<br>DND Status = true | N.A       |

**Scenario Twelve**

DND is enabled on terminal A. Terminal A comes IN\_SERVICE. Application invokes setDNDStatus(). DB failure happens after the setDNDStatus() request is sent.

| Action                                                                                                                                                | Events                                                                                                                            | Call info |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|-----------|
| DND is enabled on the terminal A. Terminal A comes IN_SERVICE. Application invokes setDNDStatus(). DB failure follows and value is not updated in DB. | PlatformException is thrown “Could not meet post conditions of setDNDStatus()”<br><br>No CiscoTermDNDStatusChangedEv is received. | N.A       |

**Scenario Thirteen**

DND is enabled on the terminalA. Terminal A comes IN\_SERVICE, DND status is currently true in phone/admin. Application tries to set the same value i.e. invokes setDNDStatus(true).

| Action                                                                                                                                                                             | Events                                                                                                                        | Call info |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|-----------|
| DND is enabled on the terminal A. Terminal A comes IN_SERVICE.DND status is currently true in phone/admin.Application tries to set the same value i.e. invokes setDNDStatus(true). | InvalidStateException is caught: DND status with value true is already set<br><br>No CiscoTermDNDStatusChangedEv is received. | N.A       |

**DND-R**

**Scenario One**

Application adds Terminal observer to terminal A using Terminal.addObserver (). DND-R is enabled on the terminal B via the Admin page or the Common profile page.

| Action                                                                                                                                                                                            | Events                                                                                                                                                                                                                                                                                                        | Call info |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Application adds terminal observers to terminal A and B. DND-R is enabled on the terminal B through phone or admin page.<br><br>A issues Call.connect to B with the feature Priority = 1 (Normal) | NEW META EVENT _____<br>META_CALL_STARTING<br><br>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br><br>ConnCreatedEv for A Cause: CAUSE_NORMAL<br>ConnConnectedEv for A Cause: CAUSE_NORMAL<br>CallCtlConnInitiatedEv for A Cause: CAUSE_NORMAL<br><br>ConnFailedEv B Cause:.<br>Cause: CAUSE_USERBUSY. | N.A       |

**Scenario Two**

Application adds Terminal observer to terminal A using Terminal.addObserver (). DND-R is enabled on the Terminal B via the Admin page or the Common profile page.

| Action                                                                                                                                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| <p>Application adds terminal observers to terminal A and B. DND-R is enabled on the terminal B through phone or admin page.</p> <p>A issues Call.connect to B with the feature Priority = 3 (Emergency)</p> | <p>NEW META EVENT _____</p> <p>META_CALL_STARTING</p> <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>ConnCreatedEv for A Cause: CAUSE_NORMAL</p> <p>ConnConnectedEv for A Cause: CAUSE_NORMAL</p> <p>CallCtlConnInitiatedEv for A Cause: CAUSE_NORMAL</p> <p>TermConnCreatedEv for A Cause: CAUSE_NORMAL</p> <p>TernConnActiveEv for A Cause:CAUSE_NORMAL</p> <p>CallCtlConnDialingEv for A Cause: CAUSE_NORMAL</p> <p>CallCtlConnEstablishedEv for A Cause: CAUSE_NORMAL</p> <p>ConnCreatedEv for B cause:CAUSE_NORMAL</p> <p>ConnInProgressEv for B Cause:CAUSE_NORMAL</p> <p>CallCtlConnOfferedEv for B Cause: CAUSE_NORMAL</p> <p>ConnAlertingEv for B Cause:CAUSE_NORMAL</p> <p>CallCtlConnAlertingEv for B Cause: CAUSE_NORMAL</p> <p>TermConnCreatedEv for B Cause: CAUSE_NORMAL</p> <p>TermConnRingingEv for B Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv Cause: CAUSE_NORMAL</p> | <p>Calling: A</p> <p>Called: B</p> |

**Scenario Three**

DND-Call reject with CFB not set.

| Action                                                                                                                                                                                                   | Events                                                                                                                                                                                                                                                                                                            | Call info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>Application adds terminal observers to terminal A and B. DND-R is enabled on the terminal B through phone or admin page with no CFB Setting.</p> <p>Terminal A issues Call.connect to Terminal B.</p> | <p>NEW META EVENT _____</p> <p>META_CALL_STARTING</p> <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>ConnCreatedEv for A Cause:CAUSE_NORMAL</p> <p>ConnConnectedEv for A Cause:CAUSE_NORMAL</p> <p>CallCtlConnInitiatedEv for A Cause:CAUSE_NORMAL</p> <p>ConnFailedEv B Cause:CAUSE_USERBUSY.</p> | <p>NA</p> |

**Scenario Four**

DND – Call reject with CFB set to C.

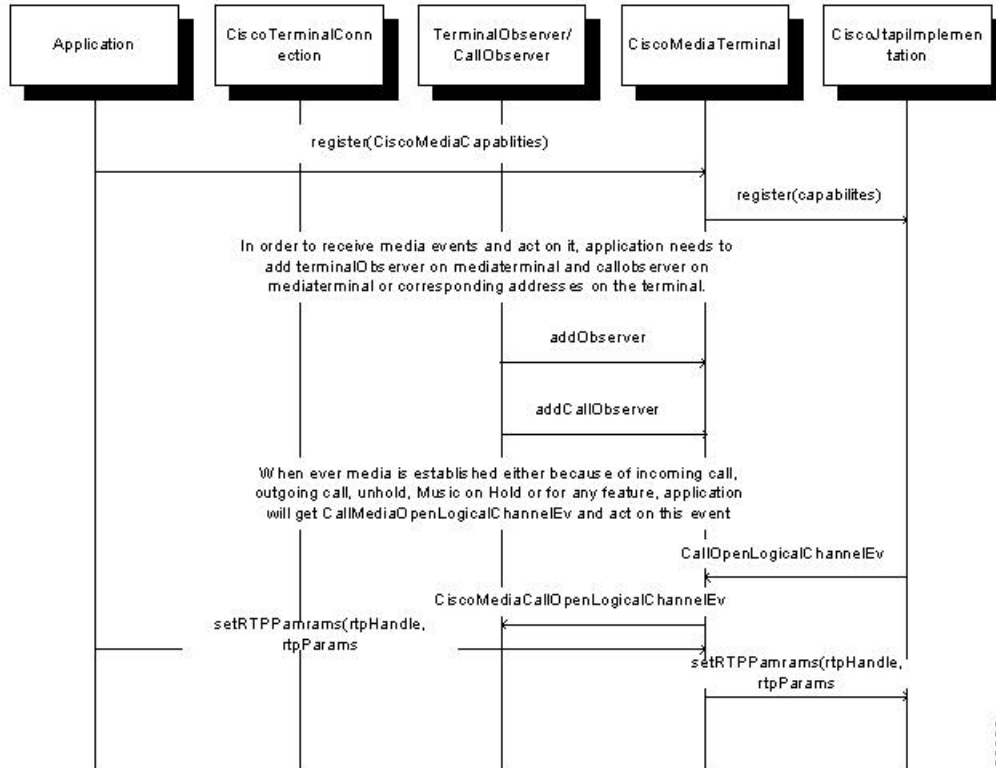
| Action                                                                                                                                                                                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
| Application is Observing Terminal A, B & C.<br>DND-R is Enabled in Terminal B with CFB set to Terminal C.<br>Terminal A issues Call.connect to Terminal B.<br>Call is not Presented on Terminal B and is Forwarded to Terminal C. | NEW META EVENT _____<br>META_CALL_STARTING<br>CallActiveEv for callID = GC1 Cause:<br>CAUSE_NEW_CALL<br>ConnCreatedEv for A Cause:CAUSE_NORMAL<br>ConnConnectedEv for A Cause: CAUSE_NORMAL<br>CallCtlConnInitiatedEv for A Cause:<br>CAUSE_NORMAL<br>TermConnCreatedEv for A Cause:<br>CAUSE_NORMAL<br>TernConnActiveEv for A Cause:<br>CAUSE_NORMAL<br>CallCtlConnDialingEv for A Cause:<br>CAUSE_NORMAL<br>CallCtlConnEstablishedEv for A Cause:<br>CAUSE_NORMAL<br>ConnCreatedEv for C cause: REDIRECTED CALL<br>ConnInProgressEv for C Cause: REDIRECTED CALL<br>CallCtlConnOfferedEv for C Cause: REDIRECTED CALL<br>ConnAlertingEv for C Cause REDIRECTED CALL<br>CallCtlConnAlertingEv for C Cause: REDIRECTED CALL<br>TermConnCreatedEv for C Cause: REDIRECTED CALL<br>TermConnRingingEv for C Cause: REDIRECTED CALL<br>CallCtlTermConnTalkingEv Cause:<br>CAUSE_REDIRECTED | Calling: A<br>Called: C<br>LastRedirectedParty: B |

## Dynamic CTIPort Registration Per Call

The following diagram illustrates the message flows for Dynamic CTIPort Registration per call.



Dynamic Registration for MediaTerminal:  
 In order to set ipAddress and portNo on per call basis for MediaTerminal, application needs to register MediaTerminal as specified below and need to add terminal Observer and callObserver.



90966

## E911 Teleworker

### SelectRoute Method

| Use Case                                       | Events                   | Call info                  |
|------------------------------------------------|--------------------------|----------------------------|
| No changes in use case with selectRoute Method | No changes in the events | No changes in the callinfo |

### Redirect Method

| Use Case                                    | Events                   | Call info                  |
|---------------------------------------------|--------------------------|----------------------------|
| No changes in use case with redirect Method | No changes in the events | No changes in the callinfo |

# Encryption Enhancement

**Table 271: Service Parameter "Require Public Key Encryption" Is Set to "False". Application Is Using a Pre 10.x CiscoJTAPI Version**

| Action                                                    | Result          | Info |
|-----------------------------------------------------------|-----------------|------|
| Application opens a provider and adds a provider observer | ProvInServiceEv |      |

**Table 272: Service Parameter "Require Public Key Encryption" Is Set to "True". Application Is Using a Pre 10.x CiscoJTAPI Version**

| Action                       | Result            | Info                                                                   |
|------------------------------|-------------------|------------------------------------------------------------------------|
| Application opens a provider | PlatformException | getErrorCode() = CiscoJtapiException.<br>INCOMPATIBLE_PROTOCOL_VERSION |

**Table 273: Service Parameter "Require Public Key Encryption" Is Set to "False". Application Is Using a 10.x CiscoJTAPI Version**

| Action                                                    | Result          | Info |
|-----------------------------------------------------------|-----------------|------|
| Application opens a provider and adds a provider observer | ProvInServiceEv |      |

**Table 274: Service Parameter "Require Public Key Encryption" Is Set to "True". Application Is Using a 10.x CiscoJTAPI Version**

| Action                                                    | Result          | Info |
|-----------------------------------------------------------|-----------------|------|
| Application opens a provider and adds a provider observer | ProvInServiceEv |      |

**Table 275: SP Is Set to "True". Application Is Using 10.x CiscoJTAPI Lib. Application Has Provided Pub and Sub Ctmanager IP in the ProviderString**

| Action                                                       | Result           | Info |
|--------------------------------------------------------------|------------------|------|
| Application opens a provider and adds a provider observer    | ProvInServiceEv  |      |
| CTIManager on the server to which app is connected goes down | ProvOutOfService |      |

# End to End Call Tracing

| Actions                                                                                                          | Events                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1.a) Both A and B are in user's control list.</p> <p>Basic Call</p> <p>A calls B; App is observing only B</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p><br><p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for A</p> <p>...</p> <p>...</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: TermConnActiveEvent for TB</p> <p>GC1: CallCtlTermConnTalkingEv for TB</p>     | <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(null) returns ID1</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(TB) returns ID1</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for A).getConnection() ).getUniqueID(term) will throw InvalidStateException</p>       |
| <p>1.b) Only B is in User's control list</p> <p>Basic Call</p> <p>A calls B; App is observing only B</p>         | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p><br><p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for A</p> <p>.....</p> <p>.....</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: TermConnActiveEvent for TB</p> <p>GC1: CallCtlTermConnTalkingEv for TB</p> | <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(null) returns ID1</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(TB) returns ID1</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for A).getConnection() ).getUniqueID(term) will throw PrivilegeViolationException</p> |



| Actions                                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>2.b) Redirect in connected state Scenario<br/>All Observed</p> <p>A calls B</p> <p>B answers</p> <p>B redirects the call to C in connected state</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: CallCtlConnInitiatedEv for A</p> <p>GC1: TermConnCreatedEv for TA</p> <p>GC1: TermConnActiveEvent for TA</p> <p>GC1: CallCtlTermConnTalkingEv for TA</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: CallCtlConnEstablishedEv for A</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: ConnCreatedEv for C</p> <p>GC1: ConnConnectedEv for C</p> <p>GC1: CallCtlConnOfferedEv for C</p> <p>GC1: TermConnCreatedEv for TC</p> <p>GC1: TermConnActiveEvent for TC</p> <p>GC1: CallCtlTermConnTalkingEv for TC</p> <p>GC1: TermConnDroppedEv for TB</p> <p>GC1: CallCtlTermConnDroppedEv for TB</p> <p>GC1: ConnDisconnectedEv for B</p> <p>GC1: CallCtlConnDisconnectedEv for B</p> | <p>(<br/>(CiscoConnection)(ConnCreatedEv for A).getConnection()).getUniqueID(null) returns ID6</p> <p>(<br/>(CiscoConnection)(ConnCreatedEv for B).getConnection()).getUniqueID(null) returns ID7</p> <p>(<br/>(CiscoConnection)(ConnCreatedEv for C).getConnection()).getUniqueID(null) returns ID8</p> |

| Actions                                                                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>3. Redirect Scenario Only<br/>B &amp; C are Observed</p> <p>A calls B; B answers</p> <p>B redirects the call to C<br/>in connected state</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p> <p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: TermConnActiveEvent for TB</p> <p>GC1: CallCtlConnEstablishedEv for A</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: CallCtlTermConnTalkingEv for TB</p> <p>GC1: ConnCreatedEv for C</p> <p>GC1: ConnConnectedEv for C</p> <p>GC1: CallCtlConnOfferedEv for C</p> <p>GC1: TermConnCreatedEv for TC</p> <p>GC1: TermConnActiveEvent for TC</p> <p>GC1: CallCtlTermConnTalkingEv for TC</p> <p>GC1: TermConnDroppedEv for TB</p> <p>GC1: CallCtlTermConnDroppedEv for TB</p> <p>GC1: ConnDisconnectedEv for B</p> <p>GC1: CallCtlConnDisconnectedEv for B</p> | <p>(<br/>(CiscoConnection)(ConnCreatedEv for<br/>B).getConnection() ).getUniqueID(null) returns ID10</p> <p>(<br/>(CiscoConnection)(ConnCreatedEv for<br/>A).getConnection() ).getUniqueID(null) throws<br/>InvalidStateException</p> <p>(<br/>(CiscoConnection)(ConnCreatedEv for<br/>C).getConnection() ).getUniqueID(null) returns ID11</p> |

| Actions | Events | Call info |
|---------|--------|-----------|
|---------|--------|-----------|

| Actions                                                                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>4. Conference Scenario;<br/>All observed</p> <p>GC1: A calls B; B answers</p> <p>GC2: B calls C; C answers</p> <p>GC1.conference(GC2)</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: CallCtlConnInitiatedEv for A</p> <p>GC1: TermConnCreatedEv for TA</p> <p>GC1: TermConnActiveEvent for TA</p> <p>GC1: CallCtlTermConnTalkingEv for TA</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: CallCtlConnEstablishedEv for A</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: CallCtlTermConnHeldEv for TB</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv for B</p> <p>GC2: ConnConnectedEv for B</p> <p>GC2: CallCtlConnInitiatedEv for B</p> <p>GC2: TermConnCreatedEv for TB</p> <p>GC2: TermConnActiveEvent for TB</p> <p>GC2: CallCtlTermConnTalkingEv for TB</p> <p>GC2: ConnCreatedEv for C</p> <p>GC2: ConnConnectedEv for C</p> <p>GC2: CallCtlConnOfferedEv for C</p> <p>GC2: TermConnCreatedEv for TC</p> <p>GC2: ConnConnectedEv for B</p> <p>GC2: CallCtlConnEstablishedEv for B</p> <p>GC2: ConnConnectedEv for C</p> <p>GC1: CiscoConferenceStartEv</p> | <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for A).getConnection() ).getUniqueID(null) returns ID12</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(null) returns ID13</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(null) returns ID14</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for C).getConnection() ).getUniqueID(null) returns ID15</p> |



| Actions | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info                                                                                      |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
|         | GC1: CiscoCallFeatureCancelledEv<br>GC2: CiscoCallChangedEv<br>GC1: ConnCreatedEvent for C<br>GC1: ConnConnectedEvent for C<br>GC1: CallCtlConnEstablishedEv for C<br>GC1: TermConnCreatedEvent for TC<br>GC1: TermConnActiveEvent for TC<br>GC1: CallCtlTermConnTalkingEv TC<br>GC2: TermConnDroppedEv for TC<br>GC2: CallCtlTermConnDroppedEv for TC<br>GC2: ConnDisconnectedEvent for C<br>GC2: CallCtlConnDisconnectedEv for C<br>GC2: TermConnDroppedEv for TB<br>GC2: CallCtlTermConnDroppedEv for TB<br>GC2: ConnDisconnectedEvent for B2<br>GC2: CallCtlConnDisconnectedEv for B2<br>GC2: CallInvalidEvent<br>GC1: CiscoConferenceEndEv | (<br>(CiscoConnection)(ConnCreatedEv for<br>C).getConnection()).getUniqueID(null) returns ID16 |

| Actions | Events | Call info |
|---------|--------|-----------|
|---------|--------|-----------|

| Actions                                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>5. Transfer Scenario; All observed</p> <p>GC1: A calls B; B answers</p> <p>GC2: B calls C; C answers</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: CallCtlConnInitiatedEv for A</p> <p>GC1: TermConnCreatedEv for TA</p> <p>GC1: TermConnActiveEvent for TA</p> <p>GC1: CallCtlTermConnTalkingEv for TA</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: CallCtlConnEstablishedEv for A</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: CallCtlTermConnHeldEv for TB</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv for B</p> <p>GC2: ConnConnectedEv for B</p> <p>GC2: CallCtlConnInitiatedEv for B</p> <p>GC2: TermConnCreatedEv for TB</p> <p>GC2: TermConnActiveEvent for TB</p> <p>GC2: CallCtlTermConnTalkingEv for TB</p> <p>GC2: ConnCreatedEv for C</p> <p>GC2: ConnConnectedEv for C</p> <p>GC2: CallCtlConnOfferedEv for C</p> <p>GC2: TermConnCreatedEv for TC</p> <p>GC2: ConnConnectedEv for B</p> <p>GC2: CallCtlConnEstablishedEv for B</p> <p>GC2: ConnConnectedEv for C</p> | <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for A).getConnection() ).getUniqueID(null) returns ID19</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(null) returns ID20</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection() ).getUniqueID(null) returns ID21</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for C).getConnection() ).getUniqueID(null) returns ID22</p> |

| Actions           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info                                                                                       |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| GC1.transfer(GC2) | GC2: CallCtlConnEstablishedEv for C<br>GC1: CiscoTransferStartEv<br>GC2: CiscoCallChangedEv<br>GC1: ConnCreatedEv for C<br>GC1: ConnConnectedEv for C<br>GC1: CallCtlConnEstablishedEv for C<br>GC1: TermConnCreatedEv for TC<br>GC1: TermConnActiveEvent for TC<br>GC1: CallCtlTermConnTalkingEv for TC<br>GC2: TermConnDroppedEv for TC<br>GC2: CallCtlTermConnDroppedEv for TC<br>GC2: ConnDisconnectedEv for C<br>GC2: CallCtlConnDisconnectedEv for C<br>GC1: TermConnDroppedEv for TB<br>GC1: CallCtlTermConnDroppedEv for TB<br>GC1: ConnDisconnectedEv for B<br>GC1: CallCtlConnDisconnectedEv for B<br>GC2: TermConnDroppedEv for TB<br>GC2: CallCtlTermConnDroppedEv for TB<br>GC2: ConnDisconnectedEv for B<br>GC2: CallCtlConnDisconnectedEv for B<br>GC2: CallInvalidEvent<br>GC2: CallObservationEndedEv<br>GC1: CiscoTransferEndEv | (<br>(CiscoConnection)(ConnCreatedEv for<br>C).getConnection() ).getUniqueID(null) returns ID23 |

| Actions                                                                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>6. Shared Line Scenario;<br/>All Observed; DN B is present on T1, T2</p> <p>A calls B;</p> <p>B(T1) Answers</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for A</p> <p>GC1: CallCtlConnInitiatedEv for A</p> <p>GC1: TermConnCreatedEv for TA</p> <p>GC1: TermConnActiveEvent for TA</p> <p>GC1: CallCtlTermConnTalkingEv for TA</p> <p>GC1: CallCtlConnDialingEv for A</p> <p>GC1: CallCtlConnEstablishedEv for A</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnInProgressEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p> <p>GC1: ConnAlertingEv for B</p> <p>GC1: TermConnCreatedEv for T1B</p> <p>GC1: TermConnRingingEv for T1B</p> <p>GC1: CallCtlTermConnRingingEv for T1B</p> <p>GC1: TermConnCreatedEv for T2B</p> <p>GC1: TermConnRingingEv for T2B</p> <p>GC1: CallCtlTermConnRingingEv for T2B</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: TermConnActiveEv for T1B</p> <p>GC1: CallCtlTermConnTalkingEv for T1B</p> <p>GC1: TermConnPassiveEv for T2B</p> <p>GC1: CallCtlTermConnBridgedEv</p> | <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for A).getConnection()).getUniqueID(TA) returns ID25</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection()).getUniqueID(null) returns ID26</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection()).getUniqueID(T1) returns ID26</p> <p>(</p> <p>(CiscoConnection)(ConnCreatedEv for B).getConnection()).getUniqueID(T2) returns ID26</p> <p>(Connection of B).getUniqueID(null) returns returns ID26</p> <p>(Connection of B).getUniqueID(T1) returns returns ID26</p> <p>(Connection of B).getUniqueID(T2) returns returns ID26</p> |



| Actions                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B(T2) Presses Barge</p> | <p>GC2: CallActiveEv<br/>                     GC2: ConnCreatedEv for B<br/>                     GC2: ConnConnectedEv for B<br/>                     GC2: CallCtlConnInitiatedEv for B<br/>                     GC2: TermConnCreatedEv for T2B<br/>                     GC2: TermConnCreatedEv for T1B<br/>                     GC2: CiscoCallChangedEv<br/>                     GC1: TermConnActiveEv for T2B<br/>                     GC1: CallCtlTermConnTalkingEv for T2B<br/>                     GC2: TermConnDroppedEv for T2B<br/>                     GC2: CallCtlTermConnDroppedEv for T2B<br/>                     GC2: TermConnDroppedEv for T2B<br/>                     GC2: CallCtlTermConnDroppedEv for T2B<br/>                     GC2: ConnDisconnectedEv for B<br/>                     GC2: CallCtlConnDisconnectedEv for B<br/>                     GC2: CallInvalidEv<br/>                     GC2: CallObservationEndedEv</p> | <p>((CiscoConnection)(GC2: ConnCreatedEv for B).getConnection()).getUniqueID(null) returns ID29<br/><br/>                     (GC1: Connection of B).getUniqueID(T1) returns ID28<br/>                     (GC1: Connection of B).getUniqueID(T2) returns ID30<br/>                     (GC1: Connection of B).getUniqueID(null) is unpredictable<br/>                     (can be either of above two)</p> |

| Actions                                                                                                           | Events | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>8. Park/Unpark Scenario<br/>(All Observed)</p> <p>A calls B; B answers</p> <p>B does PARK</p> <p>C Unparks</p> |        | <p>(<br/>(CiscoConnection)(ConnCreatedEv for<br/>A).getConnection() ).getUniqueID(null) returns ID31</p> <p>(<br/>(CiscoConnection)(ConnCreatedEv for<br/>B).getConnection() ).getUniqueID(null) returns ID32</p> <p>( (CiscoConnection)(GC1: ConnCreatedEv for<br/>ParkDN).getConnection() ).getUniqueID(null)<br/>throws PrivilegeVoilationException</p> <p>( (CiscoConnection)(GC2: ConnCreatedEv for<br/>C).getConnection() ).getUniqueID(null) returns ID34</p> <p>( (CiscoConnection)(GC1: ConnCreatedEv for<br/>C).getConnection() ).getUniqueID(null) returns ID35</p> |



| Actions | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info |
|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|         | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv for A<br/>                     GC1: ConnConnectedEv for A<br/>                     GC1: CallCtlConnInitiatedEv for A<br/>                     GC1: TermConnCreatedEv for TA<br/>                     GC1: TermConnActiveEvent for TA<br/>                     GC1: CallCtlTermConnTalkingEv for TA<br/>                     GC1: ConnCreatedEv for B<br/>                     GC1: ConnConnectedEv for B<br/>                     GC1: CallCtlConnOfferedEv for B<br/>                     GC1: TermConnCreatedEv for TB<br/>                     GC1: ConnConnectedEv for A<br/>                     GC1: CallCtlConnEstablishedEv for A<br/>                     GC1: ConnConnectedEv for B<br/>                     GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: ConnCreatedEv for ParkDN<br/>                     GC1: CallCtlConnQueuedEv for ParkDN<br/>                     GC1: TermConnDroppedEv for TB<br/>                     GC1: CallCtlTermConnDroppedEv for TB<br/>                     GC1: ConnDisconnectedEv for B<br/>                     GC1: CallCtlConnDisconnectedEv for B</p> <p>GC2: CallActiveEv<br/>                     GC2: ConnCreatedEv for C<br/>                     GC2: ConnConnectedEv for C<br/>                     GC2: CallCtlConnInitiatedEv for C<br/>                     GC2: TermConnCreatedEv for TC<br/>                     GC2: CiscoCallChangedEv</p> <p>GC1: ConnCreatedEv for C<br/>                     GC1: ConnConnectedEv for C<br/>                     GC1: TermConnCreatedEv for TC</p> |           |

| Actions | Events                                                                                                                                                                                                                                                                                 | Call info |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|         | GC1: ConnDisconnectedEv for ParkDN<br>GC1: CallCtlConnDisconnectedEv for ParkDN<br>GC2: TermConnDroppedEv for TC<br>GC2: CallCtlTermConnDroppedEv for TC<br>GC2: ConnDisconnectedEv for C<br>GC2: CallCtlConnDisconnectedEv for C<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv |           |

| Actions                                                                                                                                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>9. Conference Chaining Scenario; All Observed</p> <p>GC1: A calls B; B answers and adds C to conference</p> <p>GC3: C calls D; D answers and adds E to conference</p> <p>App sends GC1.conference(GC3) to chain two conferences</p> | <p>GC1 and GC3 are created as normal</p> <p>GC1 has connections for A, B and C(Held)</p> <p>GC3 has connections for C(Talking), D and E</p> <p>GC3: ConnCreatedEvent for cBridge-GC1</p> <p>GC3: CiscoConferenceChainAddedEv</p> <p>GC3: ConnConnectedEvent for cBridge-GC1</p> <p>GC3: CallCtlConnEstablishedEv for cBridge-GC1</p> <p>GC3: TermConnDroppedEv for TC</p> <p>GC3: CallCtlTermConnDroppedEv for TC</p> <p>GC3: ConnDisconnectedEvent for C</p> <p>GC3: CallCtlConnDisconnectedEv C</p> <p>GC1: CallCtlTermConnTalkingEv for TC</p> <p>GC1: ConnCreatedEvent for cBridge-GC3</p> <p>GC1: CiscoConferenceChainAddedEv</p> <p>GC1: ConnConnectedEvent for cBridge-GC3</p> <p>GC3: CallCtlConnEstablishedEv for cBridge-GC3</p> | <p>(Connection for A ).getUniqueID(null) returns ID37</p> <p>(Connection for B ).getUniqueID(null) returns ID38</p> <p>(GC1: Connection for C ).getUniqueID(null) returns ID39</p> <p>(Connection for C ).getUniqueID(null) returns ID40</p> <p>(Connection for D ).getUniqueID(null) returns ID41</p> <p>(GC3: Connection for E ).getUniqueID(null) returns ID42</p> <p>( (CiscoConnection)(GC3: ConnCreatedEv for cBridge-GC1).getConnection() ).getUniqueID(null) throws PrivilegeVoilationException</p> <p>( (CiscoConnection)(GC1: ConnCreatedEv for cBridge-GC3).getConnection() ).getUniqueID(null) throws PrivilegeVoilationException</p> <p>(Connection for A ).getUniqueID(null) returns ID37</p> <p>(Connection for B ).getUniqueID(null) returns ID38</p> <p>(Connection for C ).getUniqueID(null) returns ID39</p> <p>(Connection for D ).getUniqueID(null) returns ID41</p> <p>(Connection for E ).getUniqueID(null) returns ID42</p> |

| Actions                             | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info                                                                                      |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| Application sends<br>E.disconnect() | GC3: TermConnDroppedEv for TE<br>GC3: CallCtlTermConnDroppedEv for TE<br>GC3: ConnDisconnectedEvent for E<br>GC3: CallCtlConnDisconnectedEv E<br>GC1: ConnDisconnectedEvent for cBridge-GC3<br>GC1: CiscoConferenceChainRemovedEv<br>GC1: CallCtlConnDisconnectedEv cBridge-GC3<br>GC3: CiscoCallChangedEv<br>GC1: ConnCreatedEvent for D<br>GC1: ConnConnectedEvent for D<br>GC1: CallCtlConnEstablishedEv for D<br>GC1: TermConnCreatedEvent for TD<br>GC1: TermConnActiveEvent for TD<br>GC1: CallCtlTermConnTalkingEv for TD<br>GC3: ConnDisconnectedEvent for cBridge-GC1<br>GC3: CiscoConferenceChainRemovedEv<br>GC3: CallCtlConnDisconnectedEv cBridge-GC31<br>GC3: TermConnDroppedEv for TD<br>GC3: CallCtlTermConnDroppedEv for TD<br>GC3: ConnDisconnectedEvent for D<br>GC3: CallCtlConnDisconnectedEv D<br>GC3: CallInvalidEvent<br>GC3: CallObservationEndedEv | ( (CiscoConnection)(GC1: ConnCreatedEv for D).getConnection() ).getUniqueID(null) returns ID43 |

## Hunt Log Status for Phone Devices

In the following use cases A, B, C, and D are IP phones where A and B are a part of line group which is configured to hunt pilot HP. A is the first hunt member and it is logged out of the hunt group and B is the second hunt member and it is logged in to the hunt group on hunt pilot. For the following use cases the CiscoTermEvFilter.setHuntLogStatusChangedEvFilter() is set to true.

**Call To Hunt Pilot where device is logged into hunt group**

| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                           | Call information                                           |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| On A, huntLogStatus is set to CiscoTerminal.DEVICE_HUNT_LOGGED_IN using the method setHuntLogStatus(int huntLogStatus). | CiscoTermHuntLogStatusChangedEv on A                                                                                                                                                                                                                                                                                                                             | Ev.getHutLogStatus() = CiscoTerminal.DEVICE_HUNT_LOGGED_IN |
| C calls Hunt pilot HP.                                                                                                  | GC1 CallActiveEv C<br>GC1 ConnCreatedEv C<br>GC1 ConnConnectedEv C<br>GC1 CallCtlConnInitiatedEv C<br>GC1 TermConnCreatedEv TermC<br>GC1 TermConnActiveEV TermC<br>GC1 CallCtlTermConnTalkingEv TermC<br>GC1 CallCtlConnDialingEv C<br>GC1 CallCtlConnEstablishedEv C<br>GC1 CiscoHuntConnCreatedEv HP<br>GC1 ConnInProgressEv HP<br>GC1 CallCtlConnOfferedEv HP | CurrentCallingParty = C<br>CurrentCalledParty = A          |
| HP offers the call to A as it is the first hunt member and A starts ringing.                                            | GC1 ConnCreatedEv A<br>GC1 ConnInProgressEv A<br>GC1 CallCtlConnOfferedEv A<br>GC1 ConnAlertingEv A<br>GC1 CallCtlConnAlertingEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnRingingEv TermA<br>GC1 CallCtlTermConnRingingEv TermA                                                                                                                           |                                                            |
| A answers the call                                                                                                      | GC1 ConnConnectedEv HP1<br>GC1 CallCtlConnEstablishedEv HP1<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 TermConnActiveEv TermA<br>GC1 CallCtlTermConnTalkingEv TermA                                                                                                                                                                       | CurrentCallingParty = C<br>CurrentCalledParty = A          |

**Call To Hunt Pilot where device is logged out of the hunt group**

| Action                                                                                                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call information                                                               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <p>On A, huntLogStatus is set to CiscoTerminal.DEVICE_HUNT_LOGGED_OUT using the method setHuntLogStatus(int huntLogStatus) for the terminal to log in to the huntgroup.</p> | <p>CiscoTermHuntLogStatusChangedEv on A</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>Ev.getHuntLogStatus() = CiscoTerminal.DEVICE_HUNT_LOGGED_OUT</p>            |
| <p>C calls Hunt pilot HP.</p>                                                                                                                                               | <p>GC1 CallActiveEv C<br/>                     GC1 ConnCreatedEv C<br/>                     GC1 ConnConnectedEv C<br/>                     GC1 CallCtlConnInitiatedEv C<br/>                     GC1 TermConnCreatedEv TermC<br/>                     GC1 TermConnActiveEV TermC<br/>                     GC1 CallCtlTermConnTalkingEv TermC</p>                                                                                                                                                                                                                                                                                                                                 | <p>CurrentCallingParty = C<br/>                     CurrentCalledParty = B</p> |
| <p>HP offers the call to B as A which is the first hunt member logged out of the hunt group and B is the second hunt member. B starts ringing.</p>                          | <p>GC1 CallCtlConnDialingEv C<br/>                     GC1 CallCtlConnEstablishedEv C<br/>                     GC1 CiscoHuntConnCreatedEv HP<br/>                     GC1 ConnInProgressEv HP<br/>                     GC1 CallCtlConnOfferedEv HP<br/>                     GC1 ConnCreatedEv B<br/>                     GC1 ConnInProgressEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAlertingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv TermB<br/>                     GC1 TermConnRingingEv TermB<br/>                     GC1 CallCtlTermConnRingingEv TermB</p> |                                                                                |
| <p>B answers the call</p>                                                                                                                                                   | <p>GC1 ConnConnectedEv HP1<br/>                     GC1 CallCtlConnEstablishedEv HP1<br/>                     GC1 ConnConnectedEv B<br/>                     GC1 CallCtlConnEstablishedEv B<br/>                     GC1 TermConnActiveEv TermB<br/>                     GC1 CallCtlTermConnTalkingEv TermB</p>                                                                                                                                                                                                                                                                                                                                                                  | <p>CurrentCallingParty = C<br/>                     CurrentCalledParty = B</p> |

**Updating the value of huntlogstatus on Unsupported device(Route Point/Spark Remote device/CTI Remote Device)**

| Action                                                                                                                                                            | Events | Call information                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------|
| huntLogStatus is set to CiscoTerminal. DEVICE_HUNT_LOGGED_IN using the method setHuntLogStatus(int huntLogStatus) for the route point to log in to the huntgroup. |        | com.cisco.jtapi.MethodNotSupportedException:Operation not allowed |

**Updating the value of huntlogstatus on the terminal which is out of service**

| Action                                                                                                                                         | Events | Call information                      |
|------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------------------|
| huntLogStatus is set to CiscoTerminal. DEVICE_HUNT_LOGGED_IN using the method setHuntLogStatus(int huntLogStatus) on D which is not in service |        | com.cisco.jtapi.InvalidStateException |

# Energywise Deep Sleep Mode

**Scenario 1**

JTAPI reports new reason“ENERGYWISE\_POWER\_SAVE\_PLUS”in CiscoProvTerminalUnRegisteredEv and cause“CAUSE\_ENERGYWISE\_POWER\_SAVE\_PLUS”in CiscoTermOutOfServiceEv and CiscoAddrOutOfServiceEv to the application when a terminal/address unregisters from Cisco Unified CM due to deep sleep time.

| Description                                                                               | Events                                                                                                           | Information                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application opens the provider and adds observer on provider, terminal and address of 'A' | ProvInServiceEv P1<br>[Term A] CiscoTermInServiceEv<br>[Addr A] CiscoAddrInServiceEv                             |                                                                                                                                                                                                                                                                                                    |
| Terminal 'A' enters Deep Sleep mode and gets unregistered                                 | [Term A] CiscoProvTerminalUnRegisteredEv<br>[Term A] CiscoTermOutOfServiceEv<br>[Addr A] CiscoAddrOutOfServiceEv | CiscoProvTerminalUnRegisteredEv.getReason() = CiscoProvTerminalUnRegisteredEv.ENERGYWISE_POWER_SAVE_PLUS<br>CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br>CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS |

### Scenario 2

Terminal gets unregistered due to Deep Sleep mode and the user tries to manually register the terminal during the Deep Sleep time.

| Description                                                                               | Events                                                                                                           | Information                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application opens the provider and adds observer on provider, terminal and address of 'A' | ProvInServiceEv P1<br>[Term A] CiscoTermInServiceEv<br>[Addr A] CiscoAddrInServiceEv                             |                                                                                                                                                                                                                                                                                                            |
| Terminal 'A' goes to Deep Sleep mode and gets unregistered                                | [Term A] CiscoProvTerminalUnRegisteredEv<br>[Term A] CiscoTermOutOfServiceEv<br>[Addr A] CiscoAddrOutOfServiceEv | CiscoProvTerminalUnRegisteredEv.getReason() = CiscoProvTerminalUnRegisteredEv.ENERGYWISE_POWER_SAVE_PLUS<br><br>CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br><br>CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS |
| A user tries to register the phone with Cisco Unified CM during deep sleep mode.          |                                                                                                                  | Cisco Unified IP 7900 Series phones do not re-register with the Cisco Unified CM during the Deep Sleep time. This is a limitation of the phone.<br><br>Cisco Unified IP 9900 and 6900 Series phones register back with the Cisco Unified CM by pressing the select key on the phone.                       |
| Phone registers with the Cisco Unified CM after the Deep Sleep time expires.              | [Term A] CiscoProvTerminalRegisteredEv<br>[Term A] CiscoTermInServiceEv<br>[Addr A] CiscoAddrInServiceEv         |                                                                                                                                                                                                                                                                                                            |

### Scenario 3

Shared line scenario. Two devices A (Cisco Unified IP Phones 7900 Series phone) and A' (CTI Port) are configured with the same line. Deep Seep mode is enabled on device A

| Description                                                                                    | Events                                                                                                                                                   | Information |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Application opens the provider and adds observer on provider, terminal and address of A and A' | ProvInServiceEv P1<br>[Term A] CiscoTermInServiceEv<br>[Addr A] CiscoAddrInServiceEv<br>[Term A'] CiscoTermInServiceEv<br>[Addr A'] CiscoAddrInServiceEv |             |



| Description                                                                                                 | Events                                                                                                           | Information                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Terminal A goes to Deep Sleep mode and gets unregistered.<br><br>(Terminal A' remains in registered state.) | [Term A] CiscoProvTerminalUnRegisteredEv<br>[Term A] CiscoTermOutOfServiceEv<br>[Addr A] CiscoAddrOutOfServiceEv | CiscoProvTerminalUnRegisteredEv.getReason() = CiscoProvTerminalUnRegisteredEv.ENERGYWISE_POWER_SAVE_PLUS<br><br>CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br><br>CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS |

**Scenario 4**

Shared line scenario. Two devices A and A' (both are Cisco Unified IP Phones 7900 Series phones) that have are configured with the same line. Deep Sleep mode is enabled on A. Another device B calls the shared line after device A enters to the Deep Sleep mode.

| Description                                                                                                 | Events                                                                                                                                                   | Information                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application opens the provider and adds observer on provider, terminal and address of A and A'              | ProvInServiceEv P1<br>[Term A] CiscoTermInServiceEv<br>[Addr A] CiscoAddrInServiceEv<br>[Term A'] CiscoTermInServiceEv<br>[Addr A'] CiscoAddrInServiceEv |                                                                                                                                                                                  |
| Terminal A goes to deep sleep mode and gets unregistered.<br><br>(Terminal A' remains in registered state.) | [Term A] CiscoTermOutOfServiceEv<br>[Addr A] CiscoAddrOutOfServiceEv                                                                                     | CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br><br>CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER |

| Description                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Information |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <p>Another terminal B calls to the shared line DN.</p> | <p>GC1 CallActiveEv<br/>                     GC1 ConnCreatedEv [Addr B]<br/>                     GC1 ConnConnectedEv [Addr B]<br/>                     GC1 CallCtlConnInitiatedEv [Addr B]<br/>                     -----<br/>                     -----<br/>                     -----<br/>                     GC1 ConnCreatedEv [Addr A']<br/>                     GC1 ConnInProgressEv [Addr A']<br/>                     GC1 CallCtlConnOfferedEv [Addr A']<br/>                     -----<br/>                     -----<br/>                     GC1 ConnConnectedEv [Addr A']<br/>                     GC1 CallCtlConnEstablishedEv [Addr A']<br/>                     GC1 TermConnActiveEv [Term A']<br/>                     GC1 CallCtlTermConnTalkingEv [Term A']</p> |             |

**Scenario 5**

Shared line scenario. Two device A (Cisco Unified IP Phones Series 9900/6900 phone) and A' (Cisco Unified IP Phones Series 9900/6900 phone) are configured with the same line. Deep Sleep mode is enabled on both devices.

| Description                                                                                           | Events                                                                                                                                                                                                                                                  | Information |
|-------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| <p>Application opens the provider and adds observer on provider, terminal and address of A and A'</p> | <p>ProvInServiceEv P1<br/>                     [Term A] CiscoTermInServiceEv<br/>                     [Addr A] CiscoAddrInServiceEv<br/>                     [Term A'] CiscoTermInServiceEv<br/>                     [Addr A'] CiscoAddrInServiceEv</p> |             |

| Description                                                                                | Events                                                                                                                                                                                                                                  | Information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Terminal A and A' enters Deep Sleep mode and gets unregistered                             | [Term A] CiscoProvTerminalUnRegisteredEv<br>[Term A'] CiscoProvTerminalUnRegisteredEv<br>[Term A] CiscoTermOutOfServiceEv<br>[Term A'] CiscoTermOutOfServiceEv<br>[Addr A] CiscoAddrOutOfServiceEv<br>[Addr A'] CiscoAddrOutOfServiceEv | CiscoProvTerminalUnRegisteredEv.getReason() = CiscoProvTerminalUnRegisteredEv.ENERGYWISE_POWER_SAVE_PLUS<br>CiscoProvTerminalUnRegisteredEv.getReason() = CiscoProvTerminalUnRegisteredEv.ENERGYWISE_POWER_SAVE_PLUS<br>CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br>CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br>CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br>CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS |
| Deep Sleep mode power off time has expired and A and A' reregister to the Cisco Unified CM | Term A] CiscoProvTerminalRegisteredEv<br>[Term A'] CiscoProvTerminalRegisteredEv<br>[Term A] CiscoTermInServiceEv<br>[Term A'] CiscoTermInServiceEv<br>[Addr A] CiscoAddrInServiceEv<br>[Addr A'] CiscoAddrInServiceEv                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |

**Scenario 6**

Basic call scenario. Two devices A (CTI port) and B (Cisco Unified IP Phones 7900 Series phone) are configured on a Cisco Unified CM and Deep Sleep mode is enabled on B with power off time configured for 6:00 PM. A calls B at 5:55 pm and the call continues until 6:10 pm. The idle timer is set for 10 minutes.

| Description                                                                                   | Events                                                                                                                                                 | Information |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Application opens the provider and adds observer on provider, terminal and address of A and B | ProvInServiceEv P1<br>[Term A] CiscoTermInServiceEv<br>[Addr A] CiscoAddrInServiceEv<br>[Term B] CiscoTermInServiceEv<br>[Addr B] CiscoAddrInServiceEv |             |

| Description                                                                                                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Information                                                                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Terminal B calls A at 5:55 pm. A answers the call and goes to connected state.</p>                                                                                                         | <p>GC1 CallActiveEv<br/>                     GC1 ConnCreatedEv [Addr B]<br/>                     GC1 ConnConnectedEv [Addr B]<br/>                     GC1 CallCtlConnInitiatedEv [Addr B]<br/>                     -----<br/>                     -----<br/>                     -----<br/>                     GC1 ConnCreatedEv [Addr A]<br/>                     GC1 ConnInProgressEv [Addr A]<br/>                     GC1 CallCtlConnOfferedEv [Addr A]<br/>                     -----<br/>                     -----<br/>                     GC1 ConnConnectedEv [Addr A]<br/>                     GC1 CallCtlConnEstablishedEv [Addr A]<br/>                     GC1 TermConnActiveEv [Term A]<br/>                     GC1 CallCtlTermConnTalkingEv [Term A]</p> | <p>CiscoProvTerminalUnRegisteredEv.getReason() = CiscoProvTerminalUnRegisteredEv.ENERGYWISE_POWER_SAVE_PLUS<br/>                     CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br/>                     CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS</p> |
| <p>At 6:00 pm Deep Sleep time is enabled but the call does not get dropped and remains active.</p>                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                       |
| <p>The user disconnects the call from the phone at 6:10 PM and the idle timer (set for 10 minutes) starts.</p>                                                                                | <p>GC1 TermConnDroppedEv [Term B]<br/>                     GC1 CallCtlTermConnDroppedEv [Term B]<br/>                     GC1 ConnDisconnectedEv [Addr B]<br/>                     GC1 CallCtlConnDisconnectedEv [Addr B]<br/>                     GC1 CallInvalidEv</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                       |
| <p>There is no action on phone A for the next 10 minutes. So at 6:20 pm, after the idle timer has expired, the terminal enters Deep Sleep mode and unregisters from the Cisco Unified CM.</p> | <p>[Term B] CiscoProvTerminalUnRegisteredEv<br/>                     [Term B] CiscoTermOutOfServiceEv<br/>                     [Addr B] CiscoAddrOutOfServiceEv</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <p>CiscoProvTerminalUnRegisteredEv.getReason() = CiscoProvTerminalUnRegisteredEv.ENERGYWISE_POWER_SAVE_PLUS<br/>                     CiscoTermOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS<br/>                     CiscoAddrOutOfServiceEv.getCause() = CiscoOutOfServiceEv.CAUSE_ENERGYWISE_POWER_SAVE_PLUS</p> |

# External Call Control

You should assume that all devices in the following use cases are observed, unless explicitly stated otherwise in the use case description.

The first few use cases go through the full event series for the basic call setup. After the first three or four, the use cases leave this part out, as it is standard for most of the use cases. If you do not see the basic call event series at the beginning of a use case, you can assume that it was intended to have happened successfully before the first event in the use case.

The last column in the use cases, that specifies the call info for a various stage of the use case, will initially have the full method invocation to retrieve the call information, for example `CiscoCall.getModifiedCallingParty()`. After the first three or four uses cases, only the method name is specified, such as `.getModifiedCallingParty()`. You can assume that this is to be prefixed with `CiscoCall` unless explicitly stated otherwise, such as for the `CiscoCallChangeEvs`.

## Use Cases for BasicCall

### Basic Call Initiated From JTAPI / Phone

#### Configuration

Phone A, B are in cluster devices.

Procedure:

Application invokes `connect()` at A to call B, or physical phone for A dials the number for B.



| Actions                 | Events                         | Call info                                              |
|-------------------------|--------------------------------|--------------------------------------------------------|
| Connection of B created | GC1-ConnCreatedEvent-B         | CiscoCall.getModifiedCallingAddress() = A,             |
|                         | GC1-ConnInProgressEvent-B      | CiscoCall.getCallingAddress() = A,                     |
| B starts ringing        | GC1-CallCtlConnOfferedEv-B     | CiscoCall.getModifiedCalledAddress() = B,              |
|                         | GC1-ConnAlertingEvent-B        | CiscoCall.getCalledAddress() = B,                      |
|                         | GC1-CallCtlConnAlertingEv-B    | CiscoCall.getCurrentCallingTerminal() = Terminal of A. |
|                         | GC1-TermConnCreatedEvent       | CiscoCall.getCurrentCalledTerminal() = null            |
|                         | GC1-TermConnRingingEvent       |                                                        |
|                         | GC1-CallCtlTermConnRingingEv-B |                                                        |
| B Answers               | GC1-ConnConnectedEvent-B       | CiscoCall.getModifiedCallingAddress() = A,             |
|                         | GC1-CallCtlConnEstablishedEv-B | CiscoCall.getCallingAddress() = A,                     |
|                         | GC1-TermConnActiveEvent        | CiscoCall.getModifiedCalledAddress() = B,              |
|                         | GC1-CallCtlTermConnTalkingEv   | CiscoCall.getCalledAddress() = B,                      |
|                         |                                | CiscoCall.getCurrentCallingTerminal() = Terminal of A. |
|                         |                                | CiscoCall.getCurrentCalledTerminal() = Terminal of B   |

## Use Cases for Calls Going Through Translation Pattern with CEPN Info in Cc Signals

### Basic Call Initiated From JTAPI to the DN with Translation Pattern Configured to Transform Called Party

#### Configuration

Phone A, B are in cluster devices.

B has a translation pattern configured where called party get transformed to B1.

Procedure:

Application invokes connect() at A to call B.





| Actions                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connection of B1 created<br><br>B1 starts ringing<br><br><br><br><br><br><br><br>B1 Answers | GC1-ConnCreatedEvent-B1<br>GC1-ConnInProgressEvent-B1<br>GC1-CallCtlConnOfferedEv-B1<br>GC1-ConnAlertingEvent-B1<br>GC1-CallCtlConnAlertingEv-B1<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-B1<br><br>GC1-ConnConnectedEvent-B1<br>GC1-CallCtlConnEstablishedEv-B1<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | CiscoCall.getModifiedCallingAddress() = A,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = "",<br>CiscoCall.getCalledAddress() = "",<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A. CiscoCall.getCurrentCalledTerminal() = null<br><br>CiscoCall.getCurrentCallingAddress() = A,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getCurrentCalledAddress() = B1,<br>CiscoCall.getCalledAddress() = B1,<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A.<br>CiscoCall.getCurrentCalledTerminal() = Terminal of B1 |

**Basic Call Initiated From JTAPI to the DN with Translation Pattern Configured to Transform Calling Party**

**Configuration**

Phone A, B are in cluster devices.

B has a translation pattern configured where calling party gets transformed to A1.

Procedure:

Application invokes connect() at A to call B.

| Action                   | Events                                                                                                                                                                                                            | Call info                                                                                                                                                                                                                                                                            |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B    | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                     | CiscoCall.getModifiedCallingAddress() = A,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = "",<br>CiscoCall.getCalledAddress() = "",<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A. CiscoCall.getCurrentCalledTerminal() = null           |
| Connection of A created, | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A | CiscoCall.getModifiedCallingAddress() = A,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = "",<br>CiscoCall.getCalledAddress() = "",<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A. CiscoCall.getCurrentCalledTerminal() = null           |
| Connection of B created  | GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B                                                                                                                                                               | CiscoCall.getModifiedCallingAddress() = A1,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getCurrentCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = B,<br>CiscoCall.getCalledAddress() = B,                                                                     |
| B starts ringin          | GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEvent-B<br>GC1-CallCtlConnAlertingEv-B<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-B                                    | CiscoCall.getCurrentCallingTerminal() = Terminal of A.<br>CiscoCall.getCurrentCalledTerminal() = null                                                                                                                                                                                |
| B Answers                | GC1-ConnConnectedEvent-B<br>GC1-CallCtlConnEstablishedEv-B<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                             | CiscoCall.getModifiedCallingAddress() = A1,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = B,<br>CiscoCall.getCalledAddress() = B,<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A<br>CiscoCall.getCurrentCalledTerminal() = Terminal of B |

## **Basic Call Initiated From JTAPI to the DN with Translation Pattern Configured to Transform Both Calling and Called Parties**

### **Configuration**

Phone A, B are in cluster devices.

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

Procedure:

Application invokes connect() at A to call B

| Action                                         | Events                                                                                                                                                                                                            | Call info                                                                                                                                                                                                                                                                   |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B                          | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                     | CiscoCall.getModifiedCallingAddress() = A,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = "",<br>CiscoCall.getCalledAddress() = "",<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A. CiscoCall.getCurrentCalledTerminal() = null  |
| Connection of A created, called party info set | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A | CiscoCall.getModifiedCallingAddress() = A1,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = "",<br>CiscoCall.getCalledAddress() = "",<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A. CiscoCall.getCurrentCalledTerminal() = null |
| Connection of B1 created                       | GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B                                                                                                                                                               | CiscoCall.getModifiedCallingAddress() = A1,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = B1,<br>CiscoCall.getCalledAddress() = B1,                                                                                                       |
| B1 starts ringing                              | GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEvent-B<br>GC1-CallCtlConnAlertingEv-B<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-B                                    | CiscoCall.getCurrentCallingTerminal() = Terminal of A.<br>CiscoCall.getCurrentCalledTerminal() = null<br>CiscoCall.getModifiedCallingAddress() = A1,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = B1,                                    |
| A gets CallStateChg For Ringback               |                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                             |

| Action     | Events                                                                                                                | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------|-----------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B1 Answers | GC1-ConnConnectedEvent-B<br>GC1-CallCtlConnEstablishedEv-B<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | CiscoCall.getCalledAddress() = B1,<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A.<br>CiscoCall.getCurrentCalledTerminal() = null<br><br>CiscoCall.getModifiedCallingAddress() = A1,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = B1,<br>CiscoCall.getCalledAddress() = B1,<br>CiscoCall.getCurrentCallingTerminal() = Terminal of A.<br>CiscoCall.getCurrentCalledTerminal() = Terminal of B1 |

**Called Party Redirects a Call Which Has Transformed Calling and Called Parties**

**Configuration**

Phone A, B, C are in cluster devices.

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

Procedure:

Application invokes connect() at A to call B. B1 redirects the call in connected state.

| Actions                                                                                                                                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A and B1 receive Connected Call State (Basic Call)</p> <p>B1 redirects the call to C</p> <p>Connection for C is created</p> <p>C rings</p> <p>B1 gets dropped</p> <p>A gets CallStateChg for Ringback</p> | <p>GC1-ConnConnectedEvent-B1</p> <p>GC1-CallCtlConnEstablishedEv-B1</p> <p>GC1-TermConnActiveEvent</p> <p>GC1-CallCtlTermConnTalkingEv</p> <p>GC1-ConnCreatedEvent-C</p> <p>GC1-ConnInProgressEvent-C</p> <p>GC1-CallCtlConnOfferedEv-C</p> <p>GC1-ConnAlertingEvent-C</p> <p>GC1-CallCtlConnAlertingEv-C</p> <p>GC1-TermConnCreatedEvent</p> <p>GC1-TermConnRingingEvent</p> <p>GC1-CallCtlTermConnRingingEv</p> <p>GC1-TermConnDroppedEv</p> <p>GC1-CallCtlTermConnDroppedEv</p> <p>GC1-ConnDisconnectedEvent-B1</p> <p>GC1-CallCtlConnDisconnectedEv-B1</p> | <p>CiscoCall.getModifiedCallingAddress() = A1,<br/>CiscoCall.getCallingAddress() = A,<br/>CiscoCall.getModifiedCalledAddress() = B1,<br/>CiscoCall.getCalledAddress() = B1,<br/>CiscoCall.getCurrentCallingTerminal() = Terminal of A. CiscoCall.getCurrentCalledTerminal() = Terminal of B1</p> <p>CiscoCall.getModifiedCallingAddress() = A1,<br/>CiscoCall.getCallingAddress() = A,<br/>CiscoCall.getModifiedCalledAddress() = C,<br/>CiscoCall.getCalledAddress() = C,<br/>CiscoCall.getLastRedirectedAddress() = B1,<br/>CiscoCall.getCurrentCallingTerminal() = terminal of A.<br/>CiscoCall.getCurrentCalledTerminal() = null</p> <p>CiscoCall.getModifiedCallingAddress() = A1,<br/>CiscoCall.getCallingAddress() = A,<br/>CiscoCall.getModifiedCalledAddress() = C,<br/>CiscoCall.getCalledAddress() = C,<br/>CiscoCall.getLastRedirectedAddress() = B1,<br/>CiscoCall.getCurrentCallingTerminal() = terminal of A.<br/>CiscoCall.getCurrentCalledTerminal() = null</p> |

| Actions   | Events                                                                                                                | Call info                                                                                                                                                                                                                                                                                                                           |
|-----------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C Answers | GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | CiscoCall.getModifiedCallingAddress() = A1,<br>CiscoCall.getCallingAddress() = A,<br>CiscoCall.getModifiedCalledAddress() = C,<br>CiscoCall.getCalledAddress() = C,<br>CiscoCall.getLastRedirectedAddress() = B1,<br>CiscoCall.getCurrentCallingTerminal() = terminal of A.<br>CiscoCall.getCurrentCalledTerminal() = terminal of C |

**Called Party Which Has Transformed Calling and Called Parties Parks the Call and Receives a Park Reminder Call**

**Configuration**

Phone A, B are in cluster devices. C is a park DN (also in cluster)

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

Procedure:

Application invokes connect() at A to call B. B1 answers and then B1 parks the call and after park reversion timer expiry receives the reminder call.

| Actions | Events | Call info |
|---------|--------|-----------|
|---------|--------|-----------|



| Actions                                                                            | Events                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                                                                                           |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A and B1 receive Connected Call State (Basic Call)</p> <p>B1 Parks the call</p> | <p>... See use case 15.7.1.1.1 ...</p> <p>GC1-ConnConnectedEvent-B1</p> <p>GC1-CallCtlConnEstablishedEv-B1</p> <p>GC1-TermConnActiveEvent</p> <p>GC1-CallCtlTermConnTalkingEv</p> <p>GC1-TermConnDroppedEv</p> <p>GC1-CallCtlTermConnDroppedEv</p> <p>GC1-ConnDisconnectedEvent-B1</p> <p>GC1-CallCtlConnDisconnectedEv-B1</p> | <p>.getModifiedCallingAddress() = A1,</p> <p>.getCallingAddress() = A,</p> <p>.getModifiedCalledAddress() = B1,</p> <p>.getCalledAddress() = B1,</p> <p>.getCurrentCallingTerminal() = Terminal of A.</p> <p>.getCurrentCalledTerminal() = Terminal of B1</p>                                       |
| <p>Connection for C is created</p>                                                 | <p>GC1-ConnCreatedEvent-C</p> <p>GC1-ConnInProgressEvent-C</p> <p>GC1-CallCtlConnQueuedEv-C</p>                                                                                                                                                                                                                                | <p>.getModifiedCallingAddress() = A1,</p> <p>.getCallingAddress() = A,</p> <p>.getModifiedCalledAddress() = C,</p> <p>.getCalledAddress() = C,</p> <p>.getLastRedirectedAddress() = B1,</p> <p>.getCurrentCallingTerminal() = terminal of A.</p> <p>.getCurrentCalledTerminal() = null</p>          |
| <p>B1 gets park reminder</p> <p>B1 rings</p>                                       | <p>GC1-ConnCreatedEvent-B1</p> <p>GC1-ConnInProgressEvent-B1</p> <p>GC1-CallCtlConnOfferedEv-B1</p> <p>GC1-ConnAlertingEvent-B1</p> <p>GC1-CallCtlConnAlertingEv-B1</p> <p>GC1-TermConnCreatedEvent</p> <p>GC1-TermConnRingingEvent</p> <p>GC1-CallCtlTermConnRingingEv</p>                                                    | <p>.getModifiedCallingAddress() = A1,</p> <p>.getCallingAddress() = A,</p> <p>.getModifiedCalledAddress() = B1,</p> <p>.getCalledAddress() = B1,</p> <p>.getLastRedirectedAddress() = Park DN C,</p> <p>.getCurrentCallingTerminal() = terminal of A.</p> <p>.getCurrentCalledTerminal() = null</p> |
| <p>C gets dropped</p>                                                              | <p>GC1-ConnDisconnectedEvent-C</p>                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                     |

| Actions    | Events                                                                                                                                                         | Call info                                                                                                                                                                                                                                                                      |
|------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B1 Answers | GC1-CallCtlConnDisconnectedEv-C<br><br>GC1-ConnConnectedEvent-B1<br>GC1-CallCtlConnEstablishedEv-B1<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B1,<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() = Park DN C,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of B1 |

**Calling Party Parks the Call and Receives a Park Reminder Call After a Transformation From Called Party Translation Pattern**

**Configuration**

Phone A, B are in cluster devices. C is a park DN

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

Procedure:

Application invokes connect() at A to call B. B1 answers and then A parks the call and after park reversion timer expiry receives the reminder call.

| Actions                                                   | Events                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A and B1 receive Connected Call State (Basic Call)</p> | <p>GC1-ConnConnectedEvent-B1<br/>                     GC1-CallCtlConnEstablishedEv-B1<br/>                     GC1-TermConnActiveEvent<br/>                     GC1-CallCtlTermConnTalkingEv</p>                                                                                                                                                     | <p>.getModifiedCallingAddress() = A1,<br/>                     .getCallingAddress() = A,<br/>                     .getModifiedCalledAddress() = B1,<br/>                     .getCalledAddress() = B1,<br/>                     .getCurrentCallingTerminal() = Terminal of A.<br/>                     .getCurrentCalledTerminal() = Terminal of B1</p>                                                 |
| <p>A Parks the call</p>                                   | <p>GC1-TermConnDroppedEv<br/>                     GC1-CallCtlTermConnDroppedEv<br/>                     GC1-ConnDisconnectedEvent-A<br/>                     GC1-CallCtlConnDisconnectedEv-A</p>                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                         |
| <p>Connection for C is created</p>                        | <p>GC1-ConnCreatedEvent-C<br/>                     GC1-ConnInProgressEvent-C<br/>                     GC1-CallCtlConnQueuedEv-C</p>                                                                                                                                                                                                                  | <p>.getModifiedCallingAddress() = B1,<br/>                     .getCallingAddress() = B1,<br/>                     .getModifiedCalledAddress() = C,<br/>                     .getCalledAddress() = C,<br/>                     .getLastRedirectedAddress() = A,<br/>                     .getCurrentCallingTerminal() = terminal of B1.<br/>                     .getCurrentCalledTerminal() = null</p> |
| <p>A gets park reminder</p>                               | <p>GC1-ConnCreatedEvent-A</p>                                                                                                                                                                                                                                                                                                                        | <p>.getModifiedCallingAddress() = B1,<br/>                     .getCallingAddress() = B1,</p>                                                                                                                                                                                                                                                                                                           |
| <p>A rings</p>                                            | <p>GC1-ConnInProgressEvent-A<br/>                     GC1-CallCtlConnOfferedEv-A<br/>                     GC1-ConnAlertingEvent-A<br/>                     GC1-CallCtlConnAlertingEv-A<br/>                     GC1-TermConnCreatedEvent<br/>                     GC1-TermConnRingingEvent<br/>                     GC1-CallCtlTermConnRingingEv</p> | <p>.getModifiedCalledAddress() = A,<br/>                     .getCalledAddress() = A,<br/>                     .getLastRedirectedAddress() = Park DN C,<br/>                     .getCurrentCallingTerminal() = terminal of B1<br/>                     .getCurrentCalledTerminal() = null</p>                                                                                                          |



| Actions                                                                                                                                                                                                                      | Events | Call info |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------|
| <p>A and B1 receive Connected Call State (Basic Call)</p> <p>A redirects the call to C</p> <p>Connection for C is created</p> <p>C rings</p> <p>A gets dropped</p> <p>B1 gets CallStateChg for Ringback</p> <p>C Answers</p> |        |           |

| Actions | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | <p>GC1-ConnConnectedEvent-B1<br/>                     GC1-CallCtlConnEstablishedEv-B1<br/>                     GC1-TermConnActiveEvent<br/>                     GC1-CallCtlTermConnTalkingEv</p> <p>GC1-ConnCreatedEvent-C<br/>                     GC1-ConnInProgressEvent-C<br/>                     GC1-CallCtlConnOfferedEv-C<br/>                     GC1-ConnAlertingEvent-C<br/>                     GC1-CallCtlConnAlertingEv-C<br/>                     GC1-TermConnCreatedEvent<br/>                     GC1-TermConnRingingEvent<br/>                     GC1-CallCtlTermConnRingingEv</p> <p>GC1-TermConnDroppedEv<br/>                     GC1-CallCtlTermConnDroppedEv<br/>                     GC1-ConnDisconnectedEvent-A<br/>                     GC1-CallCtlConnDisconnectedEv-A</p> <p>GC1-ConnConnectedEvent-C<br/>                     GC1-CallCtlConnEstablishedEv-C</p> | <p>CiscoCall.getModifiedCallingAddress() = A1,<br/>                     CiscoCall.getCallingAddress() = A,<br/>                     CiscoCall.getModifiedCalledAddress() = B1,<br/>                     CiscoCall.getCalledAddress() = B1,<br/>                     CiscoCall.getCurrentCallingTerminal() = Terminal of A. CiscoCall.getCurrentCalledTerminal() = Terminal of B1</p> <p>CiscoCall.getModifiedCallingAddress() = B1,<br/>                     CiscoCall.getCallingAddress() = B1,<br/>                     CiscoCall.getModifiedCalledAddress() = C,<br/>                     CiscoCall.getCalledAddress() = C,<br/>                     CiscoCall.getLastRedirectedAddress() = A,<br/>                     CiscoCall.getCurrentCallingTerminal() = terminal of B1.<br/>                     CiscoCall.getCurrentCalledTerminal() = null</p> <p>CiscoCall.getModifiedCallingAddress() = B1,<br/>                     CiscoCall.getCallingAddress() = B1,<br/>                     CiscoCall.getModifiedCalledAddress() = C,<br/>                     CiscoCall.getCalledAddress() = C,<br/>                     CiscoCall.getLastRedirectedAddress() = A,<br/>                     CiscoCall.getCurrentCallingTerminal() = terminal of B1.<br/>                     CiscoCall.getCurrentCalledTerminal() = null</p> <p>CiscoCall.getModifiedCallingAddress() = B1,<br/>                     CiscoCall.getCallingAddress() = B1,</p> |

| Actions | Events                                                  | Call info                                                                                                                                                                              |
|---------|---------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | CiscoCall.getModifiedCalledAddress() = C,<br>CiscoCall.getCalledAddress() = C,<br>CiscoCall.getLastRedirectedAddress() = A,<br>CiscoCall.getCurrentCallingTerminal() = terminal of B1. |

### Called Party Transfers the Call Which Has Transformed Calling and Called Parties

#### Configuration

Phone A, B, C are in cluster devices.

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

Procedure:

Application invokes connect() at A to call B. B1 consult transfer the call to C.

| Actions                                            | Events                                                                                                                                                                                                                                                                                                    | Call info                                                                                                                                                                                                                                                       |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A and B1 receive Connected Call State (Basic Call) | GC1-ConnConnectedEvent-B1<br>GC1-CallCtlConnEstablishedEv-B1<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                                                                                                                   | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B1,<br>.getCalledAddress() = B1,<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = Terminal of B1                              |
| B1 consults call to C                              | CG1-CallCtlTermConnHeldEv<br>GC2-ConsultCallActiveEvent<br>GC2-ConnCreatedEvent-B1<br>GC2-ConnConnectedEvent-B1<br>GC2-CallCtlConnInitiatedEv-B1<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC2-CallCtlConnDialingEv-B1<br>GC2-CallCtlConnEstablishedEv-B1 | .getModifiedCallingAddress() = B1,<br>.getCallingAddress() = B1,<br>.getModifiedCalledAddress() = null,<br>.getCalledAddress() = null,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of B1.<br>.getCurrentCalledTerminal() = null |
| Connection for C is created (GC2)                  | GC2-ConnCreatedEvent-C<br>GC2-ConnInProgressEvent-C<br>GC2-CallCtlConnOfferedEv-C<br>GC2-ConnAlertingEvent-C<br>GC2-CallCtlConnAlertingEv-C                                                                                                                                                               |                                                                                                                                                                                                                                                                 |
| C rings                                            | GC2-TermConnCreatedEvent<br>GC2-TermConnRingingEvent<br>GC2-CallCtlTermConnRingingEv                                                                                                                                                                                                                      | .getModifiedCallingAddress() = B1,<br>.getCallingAddress() = B1,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = C,<br>.getLastRedirectedAddress() = null                                                                                          |
| C Answers                                          |                                                                                                                                                                                                                                                                                                           | .getCurrentCallingTerminal() = terminal of B1.<br>.getCurrentCalledTerminal() = null                                                                                                                                                                            |



| Actions                                 | Events                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Transfer starts<br/>Call Changes</p> | <p>GC2-ConnConnectedEvent-C<br/>GC2-CallCtlConnEstablishedEv-C<br/>GC2-TermConnActiveEvent<br/>GC2-CallCtlTermConnTalkingEv<br/>GC1-CiscoTermConnSelectChangedEv<br/>GC2-CiscoTermConnSelectChangedEv<br/><br/>GC1-CiscoTransferStartEv<br/>GC2-CiscoCallChangedEv</p> | <p>.getModifiedCallingAddress() = B1,<br/>.getCallingAddress() = B1,<br/>.getModifiedCalledAddress() = C,<br/>.getCalledAddress() = C,<br/>.getLastRedirectedAddress() = null<br/>.getCurrentCallingTerminal() = terminal of B1.<br/>.getCurrentCalledTerminal() = terminal of C<br/><br/>Ev.getOriginalCall = GC2 (OCall)<br/>Ev.getSurvivingCall = GC1 (FCall)<br/>OCall.getModifiedCallingAddress() = B1,<br/>OCall.getCallingAddress() = B1,<br/>OCall.getModifiedCalledAddress() = C,<br/>OCall.getCalledAddress() = C,<br/>OCall.getLastRedirectedAddress() =<br/>OCall.getCurrentCallingTerminal() = terminal of B1<br/>OCall.getCurrentCalledTerminal() = terminal of C<br/><br/>FCall.getModifiedCallingAddress() = A1,<br/>FCall.getCallingAddress() = A,<br/>FCall.getModifiedCalledAddress() = B1,<br/>FCall.getCalledAddress() = B1,<br/>FCall.getLastRedirectedAddress() =<br/>FCall.getCurrentCallingTerminal() = terminal of A<br/>FCall.getCurrentCalledTerminal() = terminal of B1</p> |

| Actions                           | Events                                                                                                                                                                      | Call info                                                                                                                                                                                                                                                           |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connection for C is created (GC1) | GC1-ConnCreatedEvent-C<br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = C,<br>.getLastRedirectedAddress() = B1<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of C |
| C gets dropped (GC2)              | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C                                                     |                                                                                                                                                                                                                                                                     |
| B1 gets dropped (GC1)             | GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-B1<br>GC1-CallCtlConnDisconnectedEv-B1                                                   |                                                                                                                                                                                                                                                                     |
| B1 gets dropped (GC2)             | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-B1<br>GC2-CallCtlConnDisconnectedEv-B1                                                   |                                                                                                                                                                                                                                                                     |
| GC2 Invalid                       | GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                                                                                                                          |                                                                                                                                                                                                                                                                     |
| Transfer comple                   | GC1-CiscoTransferEndEv                                                                                                                                                      |                                                                                                                                                                                                                                                                     |

**Called Party Transfers the Call Which Has Transformed Calling and Called Parties to a DN Which Matches the Translation Pattern with Calling Party Transformation Defined**

**Configuration**

Phone A, B, C are in cluster devices.

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

C matches the the translation pattern with calling party transformation to B2

Procedure:

Application invokes connect() at A to call B. B1 consult transfer the call to C.

| Actions                                            | Events                                                                                                                                                                                                                                                                                                    | Call info                                                                                                                                                                                                                                                       |
|----------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A and B1 receive Connected Call State (Basic Call) | GC1-ConnConnectedEvent-B1<br>GC1-CallCtlConnEstablishedEv-B1<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                                                                                                                   | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B1,<br>.getCalledAddress() = B1,<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = Terminal of B1                              |
| B1 consults call to C                              | CG1-CallCtlTermConnHeldEv<br>GC2-ConsultCallActiveEvent<br>GC2-ConnCreatedEvent-B1<br>GC2-ConnConnectedEvent-B1<br>GC2-CallCtlConnInitiatedEv-B1<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC2-CallCtlConnDialingEv-B1<br>GC2-CallCtlConnEstablishedEv-B1 | .getModifiedCallingAddress() = B2,<br>.getCallingAddress() = B1,<br>.getModifiedCalledAddress() = null,<br>.getCalledAddress() = null,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of B1.<br>.getCurrentCalledTerminal() = null |
| Connection for C is created (GC2)                  | GC2-ConnCreatedEvent-C<br>GC2-ConnInProgressEvent-C                                                                                                                                                                                                                                                       | .getModifiedCallingAddress() = B2,<br>.getCallingAddress() = B1,                                                                                                                                                                                                |
| C rings                                            | GC2-CallCtlConnOfferedEv-C<br>GC2-ConnAlertingEvent-C                                                                                                                                                                                                                                                     | .getModifiedCalledAddress() = C,<br>.getCalledAddress() = C,                                                                                                                                                                                                    |
| C Answers                                          | GC2-CallCtlConnAlertingEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnRingingEvent<br>GC2-CallCtlTermConnRingingEv                                                                                                                                                                                       | .getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of B1.<br>.getCurrentCalledTerminal() = null                                                                                                                                           |
|                                                    | GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnEstablishedEv-C<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC1-CiscoTermConnSelectChangedEv<br>GC2-CiscoTermConnSelectChangedEv                                                                                                             | .getModifiedCallingAddress() = B2,<br>.getCallingAddress() = B1,<br>.getModifiedCalledAddress() = C,                                                                                                                                                            |

| Actions                             | Events                                                     | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------|------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Transfer starts Call Changes</p> | <p>GC1-CiscoTransferStartEv<br/>GC2-CiscoCallChangedEv</p> | <p>.getCalledAddress() = C,<br/>.getLastRedirectedAddress() = null<br/>.getCurrentCallingTerminal() = terminal of B1.<br/>.getCurrentCalledTerminal() = terminal of C</p> <p>Ev.getOriginalCall = GC2 (OCall)<br/>Ev.getSurvivingCall = GC1 (FCall)<br/>OCall.getModifiedCallingAddress() = B2,<br/>OCall.getCallingAddress() = B1,<br/>OCall.getModifiedCalledAddress() = C,<br/>OCall.getCalledAddress() = C,<br/>OCall.getLastRedirectedAddress() =<br/>OCall.getCurrentCallingTerminal() = terminal of B1<br/>OCall.getCurrentCalledTerminal() = terminal of C</p> <p>FCall.getModifiedCallingAddress() = A1,<br/>FCall.getCallingAddress() = A,<br/>FCall.getModifiedCalledAddress() = B1,<br/>FCall.getCalledAddress() = B1,<br/>FCall.getLastRedirectedAddress() =<br/>FCall.getCurrentCallingTerminal() = terminal of A<br/>FCall.getCurrentCalledTerminal() = terminal of B1<br/>.getModifiedCallingAddress() = A1,</p> |

| Actions                           | Events                                                                                                                                                                      | Call info                                                                                                                                                                                                                     |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connection for C is created (GC1) | GC1-ConnCreatedEvent-C<br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = C,<br>.getLastRedirectedAddress() = B1<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of C |
| C gets dropped (GC2)              | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C                                                     |                                                                                                                                                                                                                               |
| B1 gets dropped (GC1)             | GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-B1<br>GC1-CallCtlConnDisconnectedEv-B1                                                   |                                                                                                                                                                                                                               |
| B1 gets dropped(GC2)              | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-B1<br>GC2-CallCtlConnDisconnectedEv-B1                                                   |                                                                                                                                                                                                                               |
| GC2 Invalid                       | GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                                                                                                                          |                                                                                                                                                                                                                               |
| Transfer complete                 | GC1-CiscoTransferEndEv                                                                                                                                                      |                                                                                                                                                                                                                               |

**Called Party with Transformed Calling and Called Parties Conferences a DN**

**Configuration**

Phone A, B, C are in cluster devices.

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

Procedure:

Application invokes connect() at A to call B. B1 consult conference the call to C.

| Actions                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                     | Call info |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A and B1 receive Connected Call State (Basic Call) | GC1-ConnConnectedEvent-B1<br>GC1-CallCtlConnEstablishedEv-B1<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                                                                                                                                                                                                                    |           |
| B1 consults call to C                              | GC1-CiscoTermConnSelectChangedEv<br>CG1-CallCtlTermConnHeldEv<br>GC2-CiscoConsultCallActiveEv<br>GC2-ConnCreatedEvent-B1<br>GC2-ConnConnectedEvent-B1<br>GC2-CallCtlConnInitiatedEv-B1<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC2-CallCtlConnDialingEv-B1<br>GC2-CallCtlConnEstablishedEv-B1<br><br>GC2-ConnCreatedEvent-C<br>GC2-ConnInProgressEvent-C |           |
| Connection for C is created (GC2)                  | GC2-CallCtlConnOfferedEv-C<br>GC2-ConnAlertingEvent-C<br>GC2-CallCtlConnAlertingEv-C<br>GC2-TermConnCreatedEvent                                                                                                                                                                                                                                                                                           |           |
| C rings                                            | GC2-TermConnRingingEvent<br>GC2-CallCtlTermConnRingingEv<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnEstablishedEv-C                                                                                                                                                                                                                                                                                     |           |
| C Answers                                          | GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv                                                                                                                                                                                                                                                                                                                                                    |           |



| Actions | Events | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |        | <p>.getModifiedCallingAddress() = A1,<br/>                     .getCallingAddress() = A,<br/>                     .getModifiedCalledAddress() = B1,<br/>                     .getCalledAddress() = B1,<br/>                     .getCurrentCallingTerminal() = Terminal of A.<br/>                     .getCurrentCalledTerminal() = Terminal of B1</p> <p>.getModifiedCallingAddress() = B1,<br/>                     .getCallingAddress() = B1,<br/>                     .getModifiedCalledAddress() = null,<br/>                     .getCalledAddress() = null,<br/>                     .getLastRedirectedAddress() =<br/>                     .getCurrentCallingTerminal() = terminal of B1.<br/>                     .getCurrentCalledTerminal() = null</p> <p>.getModifiedCallingAddress() = B1,<br/>                     .getCallingAddress() = B1,<br/>                     .getModifiedCalledAddress() = C,<br/>                     .getCalledAddress() = C,<br/>                     .getLastRedirectedAddress() =<br/>                     .getCurrentCallingTerminal() = terminal of B1.<br/>                     .getCurrentCalledTerminal() = null</p> <p>.getModifiedCallingAddress() = B1,<br/>                     .getCallingAddress() = B1,<br/>                     .getModifiedCalledAddress() = C,<br/>                     .getCalledAddress() = C,<br/>                     .getLastRedirectedAddress() =</p> |

| Actions                                        | Events                                                                                                                                                                                                                                                        | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                |                                                                                                                                                                                                                                                               | .getCurrentCallingTerminal() = terminal of B1.<br>.getCurrentCalledTerminal() = terminal of C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Conference Starts<br><br>B1 gets dropped (GC2) | GC1-CiscoConferenceStartEv<br><br>GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-B1<br>GC2-CallCtlConnDisconnectedEv-B1<br><br>GC1-CiscoTermConnSelectChangedEv<br>GC1-CallCtlTermConnTalkingEv<br>GC2-CiscoCallChangedEv | Ev.getOriginalCall = GC2 (OCall)<br>Ev.getSurvivingCall = GC1 (FCall)<br>OCall.getModifiedCallingAddress() = B1,<br>OCall.getCallingAddress() = B1,<br>OCall.getModifiedCalledAddress() = C,<br>OCall.getCalledAddress() = C,<br>OCall.getLastRedirectedAddress() =<br>OCall.getCurrentCallingTerminal() = terminal of B1<br>OCall.getCurrentCalledTerminal() = terminal of C<br>FCall.getModifiedCallingAddress() = A1,<br>FCall.getCallingAddress() = A,<br>FCall.getModifiedCalledAddress() = B1,<br>FCall.getCalledAddress() = B1,<br>FCall.getLastRedirectedAddress() =<br>FCall.getCurrentCallingTerminal() = terminal of A<br>FCall.getCurrentCalledTerminal() = terminal of B1 |

| Actions                           | Events                                                                                                                                                                        | Call info                                                                                                                                                                                                                                                     |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connection for C is created (GC1) | GC1-ConnCreatedEvent-C<br>GC1-ConnConnectedEvent-C *<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = null,<br>.getCalledAddress() = C,<br>.getLastRedirectedAddress() = B1<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |
| C gets dropped (GC2)              | GC2-TermConnDroppedEv-C<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C                                                     |                                                                                                                                                                                                                                                               |
| GC2 invalid                       | GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                                                                                                                            |                                                                                                                                                                                                                                                               |
| Conferece Ends                    | GC1-CiscoConferenceEndEv                                                                                                                                                      |                                                                                                                                                                                                                                                               |

**Called Party with Transformed Calling and Called Parties Conferences a DN Which Matches the Translation Pattern with Calling Party Transformation Defined**

**Configuration**

Phone A, B, C are in cluster devices.

B has a translation pattern configured where both calling and called parties get transformed to A1 and B1 respectively

C has a translation pattern configured where calling party gets transformed to B2.

Procedure:

Application invokes connect() at A to call B. B1 consult conference the call to C.

| Actions                                            | Events                                                                                                                                                                                                                                                                                                                                          | Call info                                                                                                                                                                                                                                                                |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A and B1 receive Connected Call State (Basic Call) | GC1-ConnConnectedEvent-B1<br>GC1-CallCtlConnEstablishedEv-B1<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                                                                                                                                                         | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B1,<br>.getCalledAddress() = B1,<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = Terminal of B1<br>.getModifiedCallingAddress() = B1, |
| B1 consults call to C                              | GC1-CiscoTermConnSelectChangedEv<br>CG1-CallCtlTermConnHeldEv<br>GC2-CiscoConsultCallActiveEv<br>GC2-ConnCreatedEvent-B1<br>GC2-ConnConnectedEvent-B1<br>GC2-CallCtlConnInitiatedEv-B1<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC2-CallCtlConnDialingEv-B1<br>GC2-CallCtlConnEstablishedEv-B1 | getCallingAddress() = B1,<br>.getModifiedCalledAddress() = null,<br>.getCalledAddress() = null,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of B1.<br>.getCurrentCalledTerminal() = null<br>.getModifiedCallingAddress() = B2,           |
| Connection for C is created (GC2)                  | GC2-ConnCreatedEvent-C<br>GC2-ConnInProgressEvent-C<br>GC2-CallCtlConnOfferedEv-C<br>GC2-ConnAlertingEvent-C<br>GC2-CallCtlConnAlertingEv-C                                                                                                                                                                                                     | .getCallingAddress() = B1,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = C,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of B1.                                                                                            |
| C rings                                            | GC2-TermConnCreatedEvent<br>GC2-TermConnRinginEvent<br>GC2-CallCtlTermConnRinginEv                                                                                                                                                                                                                                                              | .getCurrentCalledTerminal() = null                                                                                                                                                                                                                                       |
| C Answers                                          |                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                          |

| Actions                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Conference Starts</p> <p>B1 gets dropped (GC2)</p> | <p>GC2-ConnConnectedEvent-C</p> <p>GC2-CallCtlConnEstablishedEv-C</p> <p>GC2-TermConnActiveEvent</p> <p>GC2-CallCtlTermConnTalkingEv</p><br><p>GC1-CiscoConferenceStartEv</p><br><p>GC2-TermConnDroppedEv</p> <p>GC2-CallCtlTermConnDroppedEv</p> <p>GC2-ConnDisconnectedEvent-B1</p> <p>GC2-CallCtlConnDisconnectedEv-B1</p><br><p>GC1-CiscoTermConnSelectChangedEv</p> <p>GC1-CallCtlTermConnTalkingEv</p> <p>GC2-CiscoCallChangedEv</p> | <p>.getModifiedCallingAddress() = B2,</p> <p>.getCallingAddress() = B1,</p> <p>.getModifiedCalledAddress() = C,</p> <p>.getCalledAddress() = C,</p> <p>.getLastRedirectedAddress() =</p> <p>.getCurrentCallingTerminal() = terminal of B1.</p> <p>.getCurrentCalledTerminal() = terminal of C</p><br><p>Ev.getOriginalCall = GC2 (OCall)</p> <p>Ev.getSurvivingCall = GC1 (FCall)</p> <p>OCall.getModifiedCallingAddress() = B2,</p> <p>OCall.getCallingAddress() = B1,</p> <p>OCall.getModifiedCalledAddress() = C,</p> <p>OCall.getCalledAddress() = C,</p> <p>OCall.getLastRedirectedAddress() =</p> <p>OCall.getCurrentCallingTerminal() = terminal of B1</p> <p>OCall.getCurrentCalledTerminal() = terminal of C</p> |

| Actions                                  | Events                                                                                                                                                                                                                                                                                             | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Connection for C is created (GC1)</p> | <p>GC1-ConnCreatedEvent-C *<br/>                     GC1-ConnConnectedEvent-C<br/>                     GC1-CallCtlConnEstablishedEv-C<br/>                     GC1-TermConnCreatedEvent<br/>                     GC1-TermConnActiveEvent<br/>                     GC1-CallCtlTermConnTalkingEv</p> | <p>FCall.getModifiedCallingAddress() = A1,<br/>                     FCall.getCallingAddress() = A,<br/>                     FCall.getModifiedCalledAddress() = B1,<br/>                     FCall.getCalledAddress() = B1,<br/>                     FCall.getLastRedirectedAddress() =<br/>                     FCall.getCurrentCallingTerminal() = terminal of A<br/>                     FCall.getCurrentCalledTerminal() = terminal of B1</p> <p>.getModifiedCallingAddress() = A1,<br/>                     .getCallingAddress() = A,<br/>                     .getModifiedCalledAddress() = null,<br/>                     .getCalledAddress() = C,<br/>                     .getLastRedirectedAddress() = B1<br/>                     .getCurrentCallingTerminal() = terminal of A.<br/>                     .getCurrentCalledTerminal() = null</p> |
| <p>C gets dropped (GC2)</p>              | <p>GC2-TermConnDroppedEv-C<br/>                     GC2-CallCtlTermConnDroppedEv<br/>                     GC2-ConnDisconnectedEvent-C<br/>                     GC2-CallCtlConnDisconnectedEv-C</p>                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>GC2 invalid</p>                       | <p>GC2-CallInvalidEvent<br/>                     GC2-CallObservationEndedEv</p>                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| <p>Conferece Ends</p>                    | <p>GC1-CiscoConferenceEndEv</p>                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

## Wildcard Routepoint Interaction (Behavior Change)

### Wildcard RoutePoint Redirects a Basic Incoming Call to IPPhone

#### Configuration

Phone A, B are in cluster devices. 4XXX is a wildcard routepoint

Service parameter “Use WildCard pattern in CTI Call Info” is set to true.

Procedure:

Application invokes connect() at A to call 4000. 4XXX redirects the call to B.

| Actions                                        | Events                                                                                                                                                                                                            | Call info                                                                                                                                                                                                               |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to 4000                       | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                     | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null |
| Connection of A created, called party info set | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null |
| Connection of 4XXX created                     | GC1-ConnCreatedEvent-4XXX<br>GC1-ConnInProgressEvent-4XXX<br>GC1-CallCtlConnOfferedEv-4XXX<br>GC1-ConnAlertingEvent-4XXX                                                                                          | .getModifiedCallingAddress() = A,<br>.getCurrentCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = 4000,<br>.getCalledAddress() = 4XXX,<br>.getCurrentCalledAddress() = 4XXX           |
| 4XXX Redirects to B                            |                                                                                                                                                                                                                   | .getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                                                                                     |
| Connection for B created<br>B is ringing       | GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B<br>GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEvent-B<br>GC1-CallCtlConnAlertingEv-B<br>GC1-TermConnCreatedEvent                                           | .getModifiedCallingAddress() = A,<br>.getCurrentCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B,<br>.getCurrentCalledAddress() = B<br>.getCalledAddress() = 4XXX,                 |



| Actions           | Events                                                                                                                                                                                        | Call info                                                                                                                                                                                                                                                                                                    |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4XXX gets dropped | GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv<br><br>GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-4XXX<br>GC1-CallCtlConnDisconnectedEv-4XXX | .getLastRedirectedAddress() = 4XXX,<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                                                                                                                                   |
| B Answers         | GC1-ConnConnectedEvent-B<br>GC1-CallCtlConnEstablishedEv-B<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                         | .getModifiedCallingAddress() = A,<br>.getCurrentCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B,<br>.getCalledAddress() = 4XXX,<br>.getLastRedirectedAddress() = 4XXX,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of B |

## WildCard Routepoint Interaction (Original Behavior)

### WildCard RoutePoint Redirects a Basic Incoming Call to IPPhone

#### Notes / Caveats

This configuration is not supported. This use case is only intended to show the call flow or events for the above use case with the Use WildCard pattern in CTI Call Info service parameter turned off. Applications should not count on this information to be correct, and to properly support Wildcard Routepoint scenarios, should look to adapting their applications so that they can support the new service parameter being enabled.

An important thing to note is that a connection is created for the dialed DN, 4000. This connection, as well as the connection of 4XXX is not dropped from the call until the redirect happens. This means that if a Wildcard DN is configured on a phone or device, you will see connections for the calling party, 4000, and 4XXX. This basic call will have three connections, which may confuse applications, which might believe it to be a conference call. CiscoCall.isConference() would still return false in this scenario. As stated in previous sections, this extra connection is created in error, and applications should not rely on this connection being there.

#### Configuration

Phone A, B are in cluster devices. 4XXX is a wildcard routepoint

Service parameter “Use WildCard pattern in CTI Call Info” is set to false / OFF.

Procedure:

Application invokes connect() at A to call 4000. 4XXX redirects the call to B.

| Actions                                        | Events                                                                                                                                                                                                            | Call info                                                                                                                                                                                                                                                                                             |
|------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to 4000                       | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                     | .getModifiedCallingAddress() = A,<br>.getCurrentCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCurrentCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null       |
| Connection of A created, called party info set | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A | .getModifiedCallingAddress() = A,<br>.getCurrentCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCurrentCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null       |
| Connection of 4000 created                     | GC1-ConnCreatedEvent-4000<br>GC1-ConnInProgressEvent-4000<br>GC1-CallCtlConnOfferedEv-4000<br>GC1-ConnAlertingEvent-4000                                                                                          | .getModifiedCallingAddress() = A,<br>.getCurrentCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = 4000,<br>.getCurrentCalledAddress() = 4000,<br>.getCalledAddress() = 4000,<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null |
| Connection of 4XXX created                     | GC1-ConnCreatedEvent-4XXX<br>GC1-ConnInProgressEvent-4XXX<br>GC1-CallCtlConnOfferedEv-4XXX                                                                                                                        |                                                                                                                                                                                                                                                                                                       |



## External Call Control Use Cases

### External Call Control on Translation Pattern and CEPM Returns “continue”

#### Configuration

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect() at A to call B.

#### Result

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B.

CEPM returns continue and hence call will be presented to B1 (see use case “Basic Call initiated from JTAPI to the DN with Translation Pattern configured to transform called party” in the [Use Cases for Calls Going Through Translation Pattern with CEPN Info in Cc Signals, on page 939](#) topic).

### External Call Control on Translation Pattern and CEPM Returns “divert”

#### Configuration

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect() at A to call B.

#### Result

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B.

CEPM returns divert to C.

| Actions                                        | Events                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B                          | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                         | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                                                                                                                                                                                                                                                               |
| Connection of A created, called party info set | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br><br>GC1-CallCtlConnEstablishedEv-A | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null<br><br>.getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B1,<br>.getCurrentCalledAddress() = BXXX,<br>.getCalledAddress() = BXXX,<br>.getLastRedirectedAddress() = BXXX<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |
| CEPM Returns divert to C                       |                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| Connection of C created                        | GC1-ConnCreatedEvent-C                                                                                                                                                                                                | .getModifiedCallingAddress() = A1,                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| C starts ringing                               | GC1-ConnInProgressEvent-C<br>GC1-CallCtlConnOfferedEv-C<br>GC1-ConnAlertingEvent-C<br>GC1-CallCtlConnAlertingEv-C<br>GC1-TermConnCreatedEvent                                                                         | .getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCurrentCalledAddress() = C,                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Actions   | Events                                                                                                                                                                                  | Call info                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C Answers | GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-C<br><br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getCalledAddress() = BXXX,<br>.getLastRedirectedAddress() = BXXX<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null<br><br>.getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = BXXX,<br>.getLastRedirectedAddress() = B1<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of C |

**External Call Control on Translation Pattern and CEPM Returns <reject>**

**Configuration**

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect() at A to call B.

**Result**

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B. The routing rule for B says “Reject”<reject> CEPM returns reject.

A receives ConnFailedEvent (cause = CtiCallRejected), ConnDisconnectedEv (cause = normal), CallInvalidEvent (caue = Normal).

| Actions                  | Events                                                                                                                                                                                                            | Call info                                                                                                                                                                                                               |
|--------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B    | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                     | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null |
| Connection of A created, | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null |
| CEPM Returns Reject      | GC1-ConnFailedEv-A<br>GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-A<br>GC1-CallCtlConnDisconnectedEv-A<br><br>GC1-CallInvalidEvent<br>GC1-CallObservationEndedEv           | Cause = CtiCallRejected<br><br>Cause = Normal                                                                                                                                                                           |

**External Call Control on Translation Pattern and CEPM Returns “continue” with Modified Calling and Called Parties**

**Configuration**

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect() at A to call B.



**Result**

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B.

CEPM returns continue with ModifiedCalling = "MA" and ModifiedCalled = "MB"

Call will be extended to "C" (based on description for modified calling and modified called in divertTo routing directive, overrides the calling & called number transformation configured for translation pattern and the call is diverted to C. For details, see [Use Cases for Calls Going Through Translation Pattern with CEPN Info in Cc Signals, on page 939.](#))

Call Events:

| Actions                                            | Events                                                                                                                                                                                                            | Call info |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A initiates call to B                              | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                     |           |
| Connection of A created, called party info set     | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A |           |
| CEPM Returns continue with modified calling/called |                                                                                                                                                                                                                   |           |
| Connection of MB created                           | GC1-ConnCreatedEvent-MB                                                                                                                                                                                           |           |
| MB starts ringing                                  | GC1-ConnInProgressEvent-MB<br>GC1-CallCtlConnOfferedEv-MB<br>GC1-ConnAlertingEvent-MB<br>GC1-CallCtlConnAlertingEv-MB<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent                                     |           |
| B Answers                                          | GC1-CallCtlTermConnRingingEv-MB<br><br>GC1-ConnConnectedEvent-MB<br>GC1-CallCtlConnEstablishedEv-MB<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                    |           |

| Actions | Events | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |        | <p>.getModifiedCallingAddress() = A,<br/>                     .getCallingAddress() = A,<br/>                     .getModifiedCalledAddress() = "",<br/>                     .getCalledAddress() = "",<br/>                     .getCurrentCallingTerminal() = Terminal of A.<br/>                     .getCurrentCalledTerminal() = null</p> <p>.getModifiedCallingAddress() = A1,<br/>                     .getCallingAddress() = A,<br/>                     .getModifiedCalledAddress() = "",<br/>                     .getCalledAddress() = "",<br/>                     .getCurrentCallingTerminal() = Terminal of A.<br/>                     .getCurrentCalledTerminal() = null</p> <p>.getModifiedCallingAddress() = MA,<br/>                     .getCallingAddress() = A,<br/>                     .getCurrentCallingAddress() = A<br/>                     .getModifiedCalledAddress() = MB,<br/>                     .getCurrentCalledAddress() = MB,<br/>                     .getCalledAddress() = B1,<br/>                     .getLastRedirectedAddress() =<br/>                     .getCurrentCallingTerminal() = terminal of A.<br/>                     .getCurrentCalledTerminal() = null</p> <p>.getModifiedCallingAddress() = MA,<br/>                     .getCallingAddress() = A,<br/>                     .getModifiedCalledAddress() = MB,<br/>                     .getCalledAddress() = MB,<br/>                     .getLastRedirectedAddress() =</p> |

| Actions | Events | Call info                                                                                     |
|---------|--------|-----------------------------------------------------------------------------------------------|
|         |        | .getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of MB |

### External Call Control on Translation Pattern and CEPM Returns “divert” with Modified Calling and Called Parties

Configuration:

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect() at A to call B.

Result:

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B.

CEPM returns divertTo = C, with ModifiedCalling = “MA” and ModifiedCalled = “MB”

Call will be extended to “C” (based on description for modified calling and modified called in divertTo routing directive, overrides the calling & called number transformation configured for translation pattern and the call is diverted to C. For details, see [Use Cases for Calls Going Through Translation Pattern with CEPN Info in Cc Signals, on page 939.](#))

Call Events:

| Actions                                         | Events                                                                                                                                                                                                                                  | Call info                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B                           | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                                           | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                         |
| Connection of A created, called party info set  | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent                                                                                                                                                    | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",                                                                                                                                                               |
| CEPM Returns divert to C, modify Called/Calling | GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A                                                                                                                                                                               | .getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                                                                                                                                                             |
| Connection of C created                         |                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                 |
| C starts ringing                                | GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A<br>GC1-ConnCreatedEvent-C<br>GC1-ConnInProgressEvent-C<br>GC1-CallCtlConnOfferedEv-C<br>GC1-ConnAlertingEvent-C<br>GC1-CallCtlConnAlertingEv-C<br>GC1-TermConnCreatedEvent | .getModifiedCallingAddress() = MA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = MB,<br>.getCurrentCalledAddress() = C<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() = MB,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |
| C Answers                                       | GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-C<br><br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                 | .getModifiedCallingAddress() = MA,<br><br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = C,<br>.getLastRedirectedAddress() = MB,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of C                        |

## External Call Control on Translation Pattern and CEPM Returns “divert” with Modified Calling and Called Parties with resetCallHistory flag = resetLastHop

### Configuration

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect at A to call B.

### Result

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B.

CEPM returns divertTo = C, with ModifiedCalling = “MA” and ModifiedCalled = “MB”, resetCallHistory = “resetLastHop”

Call will be extended to “C” (based on description for modified calling and modified called in divertTo routing directive, overrides the calling & called number transformation configured for translation pattern and the call is diverted to C. For details, see [Use Cases for Calls Going Through Translation Pattern with CEPN Info in Cc Signals, on page 939.](#))

| Actions                                         | Events                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B                           | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                                         | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                  |
| Connection of A created, called party info set  | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A                     | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B1,<br>.getCalledAddress() = B1,<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                 |
| CEPM Returns divert to C, modify Called/Calling |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |
| Connection of C created                         |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                          |
| C starts ringing                                | GC1-ConnCreatedEvent-C<br>GC1-ConnInProgressEvent-C<br>GC1-CallCtlConnOfferedEv-C<br>GC1-ConnAlertingEvent-C<br>GC1-CallCtlConnAlertingEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-C | .getModifiedCallingAddress() = MA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |

| Actions   | Events                                                                                                                | Call info                                                                                                                                                                                                                                                         |
|-----------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C Answers | GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getModifiedCallingAddress() = MA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of C |

### External Call Control on Translation Pattern and CEPM Returns “divert” with Modified Calling and Called Parties with resetCallHistory flag = resetAll

#### Configuration

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect() at A to call B.

#### Result

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B.

CEPM returns divertTo = “C”, with ModifiedCalling = “MA” and ModifiedCalled = “MB”

C has a userRule configured to DivertTo = “D” with ModifiedCalling = “MMA”, ModifiedCalled = “MMB”, resetCallHistory = “resetAll”

Call will be extended to “D”



| Actions                                         | Events                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B                           | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                                         | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                      |
| Connection of A created, called party info set  | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A                     | .getModifiedCallingAddress() = A1,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                     |
| CEPM Returns divert to C, modify Called/Calling |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                              |
| CEPM Returns divert to D, modify Called/Calling |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                              |
| Connection of D created                         |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                              |
| D starts ringing                                | GC1-ConnCreatedEvent-D<br>GC1-ConnInProgressEvent-D<br>GC1-CallCtlConnOfferedEv-D<br>GC1-ConnAlertingEvent-D<br>GC1-CallCtlConnAlertingEv-D<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-D | .getModifiedCallingAddress() = MMA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = D,<br>.getCurrentCalledAddress() = D,<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |

| Actions   | Events                                                                                                                | Call info                                                                                                                                                                                                                                                         |
|-----------|-----------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D Answers | GC1-ConnConnectedEvent-D<br>GC1-CallCtlConnEstablishedEv-D<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getModifiedCallingAddress() = MMA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = D,<br>.getCalledAddress() = D,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of D |

**External Call Control on Translation Pattern and CEPM Returns <reject> and Service Parameter CTI Use Wildcard Pattern as calledPartyDN Is Set to False**

**Configuration**

Phone A, B are in cluster devices. B matches the translation pattern BXXX which has calling and called party transformation defined to transform A to A1 and B to B1 and External Call Control is also enabled.

Procedure:

Application invokes connect() at A to call B.

**Result**

Dialed number B matches the translation pattern BXXX which has External Call Control enabled. This takes precedence and CUCM requests CEPM to get routing rule for B. The routing rule for B says “Reject”<reject> CEPM returns reject.

Jtapi throws platform exception to the application. A receives ConnFailedEvent (cause = CtiCallRejected), ConnDisconnectedEv (cause = normal), CallInvalidEvent (caue = Normal).

| Actions                  | Events                                                                                                                                                                                                                                                                                             | Call info                                                                                                                                                                                                               |
|--------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B    | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                                                                                                      | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null |
| Connection of A created, | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A                                                                                                                    | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null |
| CEPM Returns Reject      | GC1-CallCtlConnEstablishedEv-A<br><br>GC1-ConnFailedEv-A<br><br>Jtapi throws Exception: PlatformException<br><br>GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-A<br>GC1-CallCtlConnDisconnectedEv-A<br><br>GC1-CallInvalidEvent<br>GC1-CallObservationEndedEv | Exception info: Could not meet post conditions of connect()<br><br>Cause = CtiCallRejected<br><br>Cause = Normal                                                                                                        |

### Transfer and External Call Control with Modified Calling and Called Parties

#### Configuration

Phone A, B are in cluster devices. B matches the translation pattern BXXX where External Call Control is enabled.

Phone C and D does not match any translation pattern, and have no External Call Control defined.

Procedure:

Application invokes connect() at A to call B. CEPM returns divertTo = C, with ModifiedCalling = "MA" and ModifiedCalled = "MB".

C initiate transfer to D and completes the transfer.

**Result**

Transfer is successfully completed

| Actions                                         | Events                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                      |
|-------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to B                           | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                                         | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                        |
| Connection of A created, called party info set  | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A                     | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B1,<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() = null,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |
| CEPM Returns divert to C, modify Called/Calling |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                |
| Connection of C created                         |                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                |
| C starts ringing                                | GC1-ConnCreatedEvent-C<br>GC1-ConnInProgressEvent-C<br>GC1-CallCtlConnOfferedEv-C<br>GC1-ConnAlertingEvent-C<br>GC1-CallCtlConnAlertingEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-C | .getModifiedCallingAddress() = MA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() = MB<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null    |

| Actions                        | Events                                                                                                                                                                                                                                                                                                                                                       | Call info                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C Answers                      | GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                                                                                                                                                                        | .getModifiedCallingAddress() = MA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = C,<br>.getCalledAddress() = C,<br>.getLastRedirectedAddress() = MB,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of C                                                                                                                     |
| C consult transfer to D        | CG1-CallCtlTermConnHeldEv<br>GC2-ConsultCallActiveEvent                                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                                                                                                                                                                                                          |
| Connection for C created (GC2) | GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC2-CallCtlConnDialingEv-C<br>GC2-CallCtlConnEstablishedEv-C                                                                                                                    | .getModifiedCallingAddress() = C,<br>.getCallingAddress() = C,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of C.<br>.getCurrentCalledTerminal() = null                                                                                                                                 |
| Connection for D created (GC2) | GC2-ConnCreatedEvent-D<br>GC2-ConnInProgressEvent-D<br>GC2-CallCtlConnOfferedEv-D<br>GC2-ConnAlertingEvent-D<br>GC2-CallCtlConnAlertingEv-D<br>GC2-TermConnCreatedEvent<br>GC2-TermConnRingingEvent<br>GC2-CallCtlTermConnRingingEv<br>GC2-ConnConnectedEvent-D<br>GC2-CallCtlConnEstablishedEv-D<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv | .getModifiedCallingAddress() = C,<br>.getCallingAddress() = C,<br>.getModifiedCalledAddress() = D,<br>.getCalledAddress() = D,<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of C.<br>.getCurrentCalledTerminal() = null<br>.getModifiedCallingAddress() = C,<br>.getCallingAddress() = C,<br>.getModifiedCalledAddress() = D,<br>.getCalledAddress() = D, |
| D Answers                      |                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                          |

| Actions             | Events                                                                                                                                                                      | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transfer Starts     | GC1-CiscoTermConnSelectChangedEv<br>GC2-CiscoTermConnSelectChangedEv<br><br>GC1-CiscoTransferStartEv<br>GC2-CiscoCallChangedEv                                              | .getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of C.<br>.getCurrentCalledTerminal() = terminal of D<br><br>Ev.getOriginalCall = GC2 (OCall)<br>Ev.getSurvivingCall = GC1 (FCall)<br>OCall.getModifiedCallingAddress() = C,<br>OCall.getCallingAddress() = C,<br>OCall.getModifiedCalledAddress() = D,<br>OCall.getCalledAddress() = D,<br>OCall.getLastRedirectedAddress() =<br>OCall.getCurrentCallingTerminal() = terminal of C<br>OCall.getCurrentCalledTerminal() = terminal of D<br><br>FCall.getModifiedCallingAddress() = MA,<br>FCall.getCallingAddress() = A,<br>FCall.getModifiedCalledAddress() = C,<br>FCall.getCalledAddress() = C,<br>FCall.getLastRedirectedAddress() = MB<br>FCall.getCurrentCallingTerminal() = terminal of A<br>FCall.getCurrentCalledTerminal() = terminal of C |
| D gets added to GC1 | GC1-ConnCreatedEvent-D<br>GC1-ConnConnectedEvent-D<br>GC1-CallCtlConnEstablishedEv-D<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getModifiedCallingAddress() = MA,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = D,<br>.getCurrentCalledAddress() = D,<br>.getCalledAddress() = B1,<br>.getLastRedirectedAddress() = C<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of D                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

| Actions                 | Events                                                                                                                  | Call info |
|-------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------|
| D gets dropped from GC2 | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-D<br>GC2-CallCtlConnDisconnectedEv-D |           |
| C gets dropped from GC1 | GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-C<br>GC1-CallCtlConnDisconnectedEv-C |           |
| C gets dropped from GC2 | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C |           |
| GC2 Invalid             | GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                                                                      |           |
| Transfer ends           | GC1-CiscoTransferEndEv                                                                                                  |           |

## Chaperone Use Cases

### Call Is Redirected to a Hunt List of Chaperones and the Chaperone Enables Call Recording and Conferences in the Called Party

#### Configuration

A calls X, X's DN matches the translation pattern where External Call Control is enabled.

CEPM determines this call needs to have a chaperone's supervise. CEPM returns the permit decision with the obligation <divert>, destination HuntPilot B, which is a hunt pilot of chaperones, and a reason string "chaperone".

CUCM redirects the call to the hunt pilot B, and the chaperone C1 answers the call.

After talking to A briefly and discovered that A intended to talk to D, the chaperone C1 starts to establish a conference to D. C1 presses the conference softkey and dials D.

CUCM queries CEPM for the call, with calling user C1 with DN C1, and called user D with DN D.

CEPM returns the response with permit decision with <continue> call routing directive, since the policy server detects that the caller is the chaperone.

CUCM rings D's phone and D answers the call.

C1 presses the conference softkey again, and the conference is established.

The chaperone C1 presses the "record" softkey. This triggers the call recording being setup from C1's IP phone to the recorder.

As one of the steps to establish recording calls to the recorder, two recording calls setup are first sent to the BIB of C1's IP phone (INVITE for SIP phone and SCCP only the media message are involved). Note only one recording is shown in the picture.

As another step to establish the recording calls to the recorder, the two calls are then redirected to the recorder.

When the call recording is established successfully, the recording warning tone is playing to the C1's phone. The recording warning tone is enabled by setting service parameter "Play Recording Notification Tone To Observed Target" to True.

After confirming the call recording is established successfully, the chaperone reads an announcement to both A and D and informs them the call is being recorded.

A and D starts to talk under the supervision of the chaperone.

#### **NOTE**

Chaperones have limited abilities in what they can do on a call. The most obvious example is that they cannot put the call on hold, because they are required to be on the call at all times. To learn more about Chaperone limitations, please see the related sections of the External Call Control FFS.

Call Events:



| Actions                                            | Events                                                                                                                                                                                                            | Call info                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to X                              | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-A                                                                                                                                                                     | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                     |
| Connection of A created,                           | GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getLastRedirectedParty() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                  |
| Hunt connection created<br>(see Hunt List section) | GC1-CiscoHuntConnCreatedEv-B<br>GC1-ConnInProgressEv-B<br>GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEv-B<br>GC1-CallCtlConnAlertingEv-B                                                                       | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B,<br>.getCurrentCalledAddress() = B<br>.getCalledAddress() = X,<br>.getLastRedirectedAddress() = X,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |
| Connection of C1 created                           |                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                             |
| C1 starts ringing                                  | GC1-ConnCreatedEvent-C1<br>GC1-ConnInProgressEvent-C1<br>GC1-CallCtlConnOfferedEv-C1<br>GC1-ConnAlertingEvent-C1<br>GC1-CallCtlConnAlertingEv-C1                                                                  | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B,<br>.getCurrentCalledAddress() = B<br>.getCalledAddress() = X,<br>.getLastRedirectedAddress() = X,                                                                                        |

| Actions                                  | Events                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C1 Answers                               | GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv-C1<br><br>GC1-ConnConnectedEvent-C1<br>GC1-CallCtlConnEstablishedEv-C1<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv | .getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null<br>Reason = REASON_EXTERNALCALLCONTROL<br><br>.getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B,<br>.getCurrentCalledAddress() = B<br>.getCalledAddress() = X,<br>.getLastRedirectedAddress() = X,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = terminal of C1<br>Reason = REASON_EXTERNALCALLCONTROL |
| C1 initiates conference                  | GC1-CallCtlTermConnHeldEv-TermC1                                                                                                                                                                                       | .getModifiedCallingAddress() = C1,<br>.getCallingAddress() = C1,<br>.getModifiedCalledAddress() =                                                                                                                                                                                                                                                                                                                                                                              |
| Conference consult call to D , D answers | GC2-CiscoConsultCallActiveEv<br>GC2-ConnCreatedEv-C1<br>GC2-CallCtlTermConnTalkingEv-TermC1<br>GC2-CallCtlConnDialingEv-C1<br>GC2-CallCtlConnEstablishedEv-C1                                                          | .getCurrentCalledAddress() =<br>.getCalledAddress() =<br>.getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of C1<br>.getCurrentCalledTerminal() = null                                                                                                                                                                                                                                                                                                  |
|                                          | GC2-CiscoConnCreatedEv-D<br>GC2-ConnInProgressEv-D<br>GC2-CallCtlConnOfferedEv-D<br>GC2-ConnAlertingEv-D                                                                                                               | .getModifiedCallingAddress() = C1,<br>.getCallingAddress() = C1,<br>.getModifiedCalledAddress() = D<br>.getCurrentCalledAddress() = D<br>.getCalledAddress() = D                                                                                                                                                                                                                                                                                                               |

| Actions                                 | Events                                                                                                                                                                                                               | Call info                                                                                                                     |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| Call 2 merges                           | GC2-CallCtlConnAlertingEv-D<br>GC2-ConnConnectedEv-D<br>GC2-CallCtlConnEstablishedEv D                                                                                                                               | .getLastRedirectedAddress() =<br>.getCurrentCallingTerminal() = terminal of C1<br>.getCurrentCalledTerminal() = terminal of D |
| Conn for D created on GC1               | CiscoCallChangedEv final call = GC1, consult call = GC2<br>GC1-ConnCreatedEv D<br>GC1-ConnConnectedEv D<br>GC1-CallCtlConnEstablishedEvD                                                                             |                                                                                                                               |
| Call 2 cleaned up                       | GC2-ConnDisconnctedEv C1<br>GC2-ConnDisconnctedEv D<br>GC2-CallCtlConnDisconnectedEv C1<br>GC2-CallCtlConnDisconnectedEv D<br>GC2-CallCtlTermConnDroppedEv C1<br>GC2-CallCtlTermConnDroppedEv D<br>GC2-CallInvalidEv |                                                                                                                               |
| Chaperone C1 starts recording           | Normal recording events when recording is initiated on a conference call will be received.                                                                                                                           |                                                                                                                               |
| Chaperone C1 tries to redirect the call | InvalidStateException : Did not meet pre conditions.                                                                                                                                                                 |                                                                                                                               |

**Call Is Redirected to a Hunt List of Chaperones and the Chaperone Conferences in the Called Party From Application**

**Configuration**

A calls X, X’s DN matches the translation pattern where External Call Control is enabled.

CUCM redirect the call to the hunt pilot B. Call is intercepted by the chaperone and the chaperone C1 answers the call.

After talking to A briefly and discovered that A intended to talk to D, the chaperone C1 starts to establish a conference to D. C1 initiates a consult call to D. A new global call id GC2 is created.

CUCM rings D’s phone and D answers the call.

C1 invokes GC2.conference(GC1) from application.

At this step, request for establishing the conference would fail. Jtapi would throw `InvalidStateException` with the error code as “Call state not valid”.

In order to establish a conference successfully, application must invoke the conference by passing the CI of the call in which chaperone is the controller as the primary CI. So in this case, if application invokes `GC1.conference(GC2)`, it would be able to establish the conference successfully and if application invokes `GC2.conference(GC1)`, Jtapi would throw an exception.

Also application can use `CiscoConnection.isChaperone()` API to determine controller is chaperone on which call.

Call Events:

| Actions                                            | Events                                                                                                                                                                                                                                      | Call info                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A initiates call to X                              | GC1-CallActiveEvent                                                                                                                                                                                                                         | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                                                     |
| Connection of A created,                           | GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv-A<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = "",<br>.getCalledAddress() = "",<br>.getLastRedirectedParty() = "",<br>.getCurrentCallingTerminal() = Terminal of A.<br>.getCurrentCalledTerminal() = null                                  |
| Hunt connection created<br>(see Hunt List section) | GC1-CiscoHuntConnCreatedEv-B<br>GC1-ConnInProgressEv-B<br>GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEv-B<br>GC1-CallCtlConnAlertingEv-B                                                                                                 | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B,<br>.getCurrentCalledAddress() = B<br>.getCalledAddress() = X,<br>.getLastRedirectedAddress() = X,<br>.getCurrentCallingTerminal() = terminal of A.<br>.getCurrentCalledTerminal() = null |
| Connection of C1 created                           | GC1-ConnCreatedEvent-C1<br>GC1-ConnInProgressEvent-C1<br>GC1-CallCtlConnOfferedEv-C1                                                                                                                                                        | .getModifiedCallingAddress() = A,<br>.getCallingAddress() = A,<br>.getModifiedCalledAddress() = B,<br>.getCurrentCalledAddress() = B<br>.getCalledAddress() = X,<br>.getLastRedirectedAddress() = X,                                                                                        |



| Actions                                                                                                                                                                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Conference consult call to D , D answers</p><br><p>C1 completes the conference by invoking GC2.conference(GC1) from application.</p><br><p>C1 tries to complete the conference by invoking GC1.conference(GC2_from application</p> | <p>GC2-CiscoConnCreatedEv-D</p> <p>GC2-ConnInProgressEv-D</p> <p>GC2-CallCtlConnOfferedEv-D</p> <p>GC2-ConnAlertingEv-D</p> <p>GC2-CallCtlConnAlertingEv-D</p> <p>GC2-ConnConnectedEv-D</p> <p>GC2-CallCtlConnEstablishedEv D</p><br><p>InvalidStateException : Call state not valid.</p><br><p>CiscoCallChangedEv final call = GC1, consult call = GC2</p> <p>GC1-ConnCreatedEv D</p> <p>GC1-ConnConnectedEv D</p> <p>GC1-CallCtlConnEstablishedEv D</p><br><p>GC2-ConnDisconnctedEv C1</p> <p>GC2-ConnDisconnctedEv D</p> <p>GC2-CallCtlConnDisconnectedEv C1</p> <p>GC2-CallCtlConnDisconnectedEv D</p> <p>GC2-CallCtlTermConnDroppedEv C1</p> <p>GC2-CallCtlTermConnDroppedEv D</p> <p>GC2-CallInvalidEv</p> | <p>.getCurrentCalledTerminal() = null</p><br><p>.getModifiedCallingAddress() = C1,</p> <p>.getCallingAddress() = C1,</p> <p>.getModifiedCalledAddress() = D</p> <p>.getCurrentCalledAddress() = D</p> <p>.getCalledAddress() = D</p> <p>.getLastRedirectedAddress() =</p> <p>.getCurrentCallingTerminal() = terminal of C1</p><br><p>.getCurrentCalledTerminal() = terminal of</p> |

## Extension Mobility Cross Cluster

| Actions                                                                                                                                                                                                                                                                 | Events                                                                                         | Call info                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>1. User1 has a device profile configured with DN A in cluster1. This profile is included in the control list of application. User1 goes to a visiting cluster and EM login to a device TERMA. Device registers to cluster1</p>                                       | <p>Events to provider observer</p> <p>CiscoAddrCreatedEv A</p> <p>CiscoTermCreatedEv TERMA</p> | <p>CiscoTerminal.getLoginType() returns CiscoTerminal.NO_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>CiscoTerminal.getLoginType() returns CiscoTerminal.VISITOR_LOGIN</p> |
| <p>User1 logs off from the Device</p>                                                                                                                                                                                                                                   | <p>CiscoAddrRemovedEv A</p> <p>CiscoTermRemovedEv TERMA</p>                                    | <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT</p> <p>CiscoTerminal.getLoginType() returns CiscoTerminal.NO_LOGIN</p>                                                                       |
| <p>2. User1 has a device profile configured with DN A in cluster1. This device profile is included in the control list of application. User1 EM into a device TERMA on cluster1. Device re-registers with DN A. The device TERMA is not in application control list</p> | <p>CiscoAddrCreatedEv A</p> <p>CiscoTermCreatedEv TERMA</p>                                    | <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>CiscoTerminal.getLoginType() returns CiscoTerminal.NATIVE_LOGIN</p>                                                                     |



| Actions                                                                                                                                                                                                                                                                                                         | Events                                                         | Call info                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 log off from the device. Device re-registers to cluster1 with default DN.</p>                                                                                                                                                                                                                          | <p>CiscoAddrRemovedEv A</p><br><p>CiscoTermRemovedEv TERMA</p> | <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p><br><p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p> |
| <p>3. EM into a controlled Device:</p> <p>User1 has a device profile configured with DN A in cluster1. This device profile is included in the control list of application. User1 EM into a device TERMA on cluster1. TERMA with default DN X is in application control list. Device re-registers with DN A.</p> | <p>CiscoAddrRemovedEv X</p><br><p>CiscoAddrCreatedEv A</p>     | <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGIN</p><br><p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGIN</p>   |
| <p>User1 logs out of the device.</p> <p>Device Unregister, Device and line out of service</p><br><p>Device Register to CM with default DN X.</p>                                                                                                                                                                | <p>CiscoAddrRemovedEv A</p><br><p>CiscoAddrCreatedEv X</p>     | <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p><br><p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p> |

| Actions                                                                                                                                                                                                                                                                                                                                                                                                                                  | Events                                                                                                                                              | Call info                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>4. Application uses user1 userid. Device profile agent1 is added to application control list after application is started</p> <p>User EMs into a device TERMA and gets the device profile.</p> <p>Agent1 device profile is removed from application control list</p>                                                                                                                                                                  | <p>CiscoAddrCreatedEv A</p> <p>CiscoTermCreatedEv TERMA</p> <p>CiscoAddrRemovedEv A</p> <p>CiscoTermRemovedEv TERMA</p>                             | <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN_PROFILE_REMOVE</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT_PROFILE_REMOVE</p> |
| <p>5. EMCC scenario resulting in CiscoAddrAddedToTerminalEv and CiscoAddrRemovedFromTerminalEv</p> <p>Cluster1 has application with Terminal TermA (address A) in control list. User1 is a device profile which is configured with line A is included in app control list. User goes to a visiting cluster and logs into a device (TermX, Addr X). TermX registers with cluster1 with address A</p> <p>User logs out of device TermX</p> | <p>CiscoTermCreatedEv TERMX</p> <p>CiscoAddrAddedToTerminalEv AddrA</p> <p>CiscoAddrRemovedFromTerminalEv AddrA</p> <p>CiscoTermRemovedEv TERMX</p> | <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT</p>                                    |

| Actions                                                                                                                                                                                                                                                                                                                  | Events                                                                                                                  | Call info                                                                                                                                                                                                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>6. Device profile Agent1 with DN A is logged into a device TERMA. User1 opens provider and then adds the profile Agent1 to the control list through the admin pages.</p> <p>User1 then removes the profile from the control list</p>                                                                                  | <p>CiscoAddrCreatedEv A</p> <p>CiscoTermCreatedEv TERMA</p> <p>CiscoAddrRemovedEv A</p> <p>CiscoTermRemovedEv TERMA</p> | <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN_PROFILE_ADD</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN_PROFILE_ADD</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT_PROFILE_REMOVE</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT_PROFILE_REMOVE</p> |
| <p>7. Device profile Agent1 is not in the applications control list but it is there as a controlled profiles for extension mobility for user1. User1 opens provider and logs into terminal TERMA with profile agent1 and the same user id with which it had opened the provider.</p> <p>User1 logs out of the device</p> | <p>CiscoAddrCreatedEv A</p> <p>CiscoTermCreatedEv TERMA</p> <p>CiscoAddrRemovedEv A</p> <p>CiscoTermRemovedEv TERMA</p> | <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT</p> <p>getCiscoCause() returns CiscoProvEv.CAUSE_EM_LOGOUT</p>                                                       |

| Actions                                                                                                                                                                                                                                                               | Events                                                                                                                  | Call info                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>8. Device profile Agent1 (DN A) is in the applications control list with user as user1.</p> <p>User1 opens the provider and does an EM login into TERMA with profile as agent1. TERMA is not in control list.</p> <p>User1 logs out of TERMA.</p>                  | <p>CiscoAddrCreatedEv A</p> <p>CiscoTermCreatedEv TERMA</p> <p>CiscoAddrRemovedEv A</p> <p>CiscoTermRemovedEv TERMA</p> | <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p> <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p> |
| <p>9. Device profile Agent1 (DN A) is in the applications control list with user as user1.</p> <p>User1 opens the provider and does an EM login into TERMA with profile as agent1. TERMA is in control list with default DN as X.</p> <p>User1 logs out of TERMA.</p> | <p>CiscoAddrRemovedEv X</p> <p>CiscoAddrCreatedEv A</p> <p>CiscoAddrRemovedEv A</p> <p>CiscoAddrCreatedEv X</p>         | <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGIN</p> <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p> <p>getCiscoCause() returns<br/>CiscoProvEv.CAUSE_EM_LOGOUT</p> |

## End to End Session ID for Calls

### Session ID in a Basic Call Scenario

Application has already opened provider and observing TermA and TermB

| Action                                           | Events                                                                                                                                                            | Call information                                                                                                                                                                                                                              |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application makes a call between TermA and TermB | GC1 CallActiveEv A<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEV TermA   |                                                                                                                                                                                                                                               |
|                                                  | GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A                                                                | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnA) = A's LocalUUID                                                                                                                                                                 |
| Application makes a call between TermA and TermB | GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TermB |                                                                                                                                                                                                                                               |
|                                                  | GC1 TermConnRingingEv TermB<br>GC1 CallCtlTermConnRingingEv TermB                                                                                                 | ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnA) = B's LocalUUID<br>((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = B's LocalUUID<br>((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID |

| Action    | Events                                                      | Call information                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------|-------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B answers | GC1 ConnConnectedEv B<br>GC1<br>CallCtlConnEstablishedEv B  | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = B's LocalUUID<br><br>((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID                                                                                                                                                                                                                                                                                                      |
|           | GC1 TermConNActiveEv B<br>GC1<br>CallCtlTermConnTalkingEv B | (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getLocalUUID(termConnA) = A's localUUID<br><br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getLocalUUID(termConnB) = B's localUUID<br><br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getPeerUUID(termConnA) = B's localUUID<br><br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getPeerUUID(termConnB) = A's localUUID |

**SessionID for a Basic Call involving SIP Endpoints**

Application has already opened provider and observing SIP terminals TermA and TermB

| Action                                           | Events                        | Call information                                                               |
|--------------------------------------------------|-------------------------------|--------------------------------------------------------------------------------|
| Application makes a call between TermA and TermB | GC1 CallActiveEv A            | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnA) = null           |
|                                                  | GC1 ConnCreatedEv A           |                                                                                |
|                                                  | GC1 ConnConnectedEv A         | ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnA) = null            |
|                                                  | GC1                           |                                                                                |
|                                                  | CallCtlConnInitiatedEv A      | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnA) = A's local UUID |
|                                                  | GC1 TermConnCreatedEv TermA   | ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnA) = B's localUUID   |
|                                                  | GC1 TermConnActiveEV TermA    | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = null           |
|                                                  | GC1                           |                                                                                |
|                                                  | CallCtTermConnTalkingEv TermA | ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID   |
|                                                  | GC1                           |                                                                                |
|                                                  | CallCtlConnDialingEv A        |                                                                                |
|                                                  | GC1                           |                                                                                |
|                                                  | CallCtlConnEstablishedEv A    |                                                                                |
|                                                  | GC1 ConnCreatedEv B           |                                                                                |
|                                                  | GC1 ConnInProgressEv B        |                                                                                |
|                                                  | GC1                           |                                                                                |
|                                                  | CallCtlConnOfferedEv B        |                                                                                |
|                                                  | GC1 ConnAlertingEv B          |                                                                                |
|                                                  | GC1                           |                                                                                |
|                                                  | CallCtlConnAlertingEv B       |                                                                                |
| GC1 TermConnCreatedEv TermB                      |                               |                                                                                |
| GC1 TermConnRingingEv TermB                      |                               |                                                                                |
| GC1                                              |                               |                                                                                |
| CallCtTermConnRingingEv TermB                    |                               |                                                                                |

| Action    | Events                                                                                                                    | Call information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------|---------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B answers | GC1 ConnConnectedEv B<br>GC1<br>CallCtlConnEstablishedEv B<br>GC1 TermConNActiveEv B<br>GC1<br>CallCtlTermConnTalkingEv B | <pre>                     ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB)                     = B's LocalUUID                      ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB)                     = A's LocalUUID                      (CiscoConnection)(CiscoProvider.getCall(gcid,                     cid).getConnection(A)).getLocalUUID(termConnA) = A's                     localUUID                      (CiscoConnection)(CiscoProvider.getCall(gcid,                     cid).getConnection(B)).getLocalUUID(termConnB) = B's                     localUUID                      (CiscoConnection)(CiscoProvider.getCall(gcid,                     cid).getConnection(A)).getPeerUUID(termConnA) = B's                     localUUID                      (CiscoConnection)(CiscoProvider.getCall(gcid,                     cid).getConnection(B)).getPeerUUID(termConnB) = A's                     localUUID                 </pre> |

**SessionIDs for Calls Involving Shared Lines and Hold Resume**

B and B are lines shared on two terminals. Application has opened provider and observed A, B and B



| Action                                           | Events | Call information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application makes a call between TermA and TermB |        | <pre>                     ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnA)                     = A's LocalUUID                      ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnA)                     = B's or (B)'s LocalUUID                      ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB)                     = B's LocalUUID                      ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB)                     = A's LocalUUID                      ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB)                     = (B)'s LocalUUID                      ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB)                     = A's LocalUUID                     </pre> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call information |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|        | GC1 CallActiveEv A<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEV TermA<br>GC1 CallCtTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TermB<br>GC1 TermConnRingingEv TermB<br>GC1 CallCtTermConnRingingEv |                  |

| Action    | Events                                                                                                                                                                                                                                        | Call information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | TermB<br><br>GC1<br>TermConnCreatedEv<br>TermB'<br><br>GC1<br>TermConnRingingEv<br>TermB'<br><br>GC1<br>CallCtTermConnRingingEv<br>TermB'                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| B answers | GC1 ConnConnectedEv<br>B<br><br>GC1<br>CallCtConnEstablishedEv<br>B<br><br>GC1<br>TermConnActiveEv B<br><br>GC1<br>CallCtTermConnTalkingEv<br>TermB<br><br>GC1<br>TermConnPassiveEv<br>TermB'<br><br>GC1<br>CallCtTermConnBridgedEv<br>TermB' | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = B's LocalUUID<br><br>((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID<br><br>((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = (B)'s LocalUUID<br><br>((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID<br><br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getLocalUUID(termConnA) = A's localUUID<br><br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getLocalUUID(termConnB) = B's localUUID<br><br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getPeerUUID(termConnA) = B's localUUID<br><br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getPeerUUID(termConnB) = A's localUUID |

| Action                  | Events                                                                                                                                                                   | Call information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B puts the call on hold | GC1<br>TermConNActiveEv<br>TermB<br><br>GC1<br>CallCtTermConnHeldState<br>TermB<br><br>GC1<br>TermConnActiveEv<br>termB'<br><br>GC1<br>CallCtTermConnHeldState<br>TermB' | <pre> ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = B's LocalUUID  ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID  ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB') = (B)'s LocalUUID  ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB') = A's LocalUUID  (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getLocalUUID(termConnA) = A's localUUID  (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getLocalUUID(termConnB) = B's localUUID  (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getLocalUUID(termConnB') = (B)'s localUUID  (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getPeerUUID(termConnA) = B's localUUID  (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getPeerUUID(termConnB) = A's localUUID  (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getPeerUUID(termConnB') = A's localUUID                     </pre> |

| Action              | Events                                                                                                        | Call information                                                                                                |
|---------------------|---------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| B' resumes the call | GC1<br>TermConnActiveEv<br>TermB'                                                                             | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = B's LocalUUID                                   |
|                     | GC1<br>CallCtTermConnTalkingEv<br>TermB'                                                                      | ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID                                    |
|                     | GC1<br>TermConnPassiveEv<br>TermB                                                                             | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB') = (B')s LocalUUID                                |
|                     | GC1<br>CallCtTermConnBridgedEv<br>TermB                                                                       | ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB') = A's LocalUUID                                   |
|                     |                                                                                                               | (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getLocalUUID(termConnA) = A's localUUID    |
|                     |                                                                                                               | (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getLocalUUID(termConnB) = B's localUUID    |
|                     |                                                                                                               | (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getLocalUUID(termConnB') = (B')s localUUID |
|                     | (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getPeerUUID(termConnA) = (B')s localUUID |                                                                                                                 |
|                     | (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getPeerUUID(termConnB) = A's localUUID   |                                                                                                                 |
|                     | (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getPeerUUID(termConnB') = A's localUUID  |                                                                                                                 |

**SessionID when Call is Redirected to a Third Party**

Application has already opened provider and observed A,B and C and establishes a call between A and B.

| Action                         | Events                                                                                                                                                                                     | Call information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls B and B answers</p> | <p>GC1 ConnConnectedEv B<br/>                     GC1 CallCtConnEstablishedEv B<br/>                     GC1 TermConNActiveEv B<br/>                     GC1 CallCtTermConnTalkingEv B</p> | <p>((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnB) = B's LocalUUID<br/>                     ((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnB) = A's LocalUUID<br/>                     (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getLocalUUID(termConnA) = A's localUUID<br/>                     (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getLocalUUID(termConnB) = B's localUUID<br/>                     (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getPeerUUID(termConnA) = B's localUUID<br/>                     (CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(B)).getPeerUUID(termConnB) = A's localUUID</p> |

| Action                                     | Events                                                                                                                                                                                                                                                                                                                                                                                               | Call information                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application redirects the call from B to C | GC1 CallActiveEv C<br>GC1 ConnCreatedEv C<br>GC1 ConnConnectedEv C<br>GC1 CallCtlConnInitiatedEv C<br>GC1 TermConnCreatedEv TermC<br>GC1 TermConnActiveEV TermC<br>GC1 CallCtlTermConnTalkingEv TermC<br>GC1 CallCtlConnDialingEv C<br>GC1 CallCtlConnEstablishedEv C<br>GC1 TerConnDroppedEv TermB<br>CallCtlTermConnDroppedEv TermB<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconnectedEv B | ((CiscoConnection)Ev.getConnection()).getLocalUUID(termConnC) = C's LocalUUID<br>((CiscoConnection)Ev.getConnection()).getPeerUUID(termConnC) = A's LocalUUID<br>CallInfo :<br>CurrentCallingParty = A<br>CurrentCalledParty = C<br>Reason = CiscoFeatureReason.REASON_REDIRECT<br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getLocalUUID(termConnA) = A's localUUID<br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(C)).getLocalUUID(termConnC) = C's localUUID<br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(A)).getPeerUUID(termConnA) = C's localUUID<br>(CiscoConnection)(CiscoProvider.getCall(gcid, cid).getConnection(C)).getPeerUUID(termConnC) = A's localUUID |

## Forced Authorization and Customer Matter Codes

### Scenario One

The application controls A and B; B requires a forced authorization code (FAC) to extend the call.

| Action                                                                                             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls B by using call.Connect(), or A places a consult call to B by using Call.Consult().</p> | <p>NEW META EVENT _____ META_CALL_STARTING<br/>           CallActiveEv Cause: CAUSE_NEW_CALL<br/>           ConnCreatedEv A Cause: CAUSE_NORMAL<br/>           ConnConnectedEv A Cause: CAUSE_NORMAL<br/>           CallCtlConnInitiatedEv Cause: CAUSE_NORMAL<br/>           CallControlCause: CAUSE_NORMAL<br/>           TermConnCreatedEv SEPA Cause: Other: 0<br/>           TermConnActiveEv SEPA Cause: CAUSE_NORMAL<br/>           CallCtlTermConnTalkingEv SEPA Cause: CAUSE_NORMAL<br/>           CallControlCause: CAUSE_NORMAL<br/>           NEW META EVENT _____ META_CALL_PROGRESS<br/>           CallCtlConnDialingEv A<br/>           NEW META EVENT _____ META_CALL_PROGRESS<br/>           CiscoToneChangedEv<br/>           ToneType = CiscoTone.ZIPZIP<br/>           cause = CiscoCallEv.CAUSE_FAC_CMC<br/>           getWhichCodRequired = CiscoToneChangedEv.FAC_REQUIRED</p> |
| <p>Application enters additional digits by using CiscoConnection.addToAddress.</p>                 | <p>NEW META EVENT _____ META_CALL_ADDITIONAL_PARTY<br/>           ConnCreatedEv B<br/>           ConnInProgressEv B<br/>           CallCtlConnOfferedEv B<br/>           NEW META EVENT _____ META_CALL_PROGRESS<br/>           ConnAlertingEv B<br/>           CallCtlConnAlertingEv B<br/>           TermConnCreatedEv BTermConnRingingEv B<br/>           CallCtlTermConnRingingEv B<br/>           ConnConnectedEv B<br/>           CallCtlConnEstablishedEv B</p>                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>B answers the call.</p>                                                                         | <p>TermConnActiveEv B</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |

### Scenario Two

The application controls A and B; B requires both an FAC and a CMC (client matter code) to extend the call.



| Action                                                                                                                    | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls B by using call.Connect(), or A places a consult call to B by using Call.Consult().</p>                        | <p>NEW META EVENT _____ META_CALL_STARTING<br/>                     CallActiveEv Cause: CAUSE_NEW_CALL<br/>                     ConnCreatedEv A Cause: CAUSE_NORMAL<br/>                     ConnConnectedEv A Cause: CAUSE_NORMAL<br/>                     CallCtlConnInitiatedEv Cause: CAUSE_NORMAL<br/>                     CallControlCause: CAUSE_NORMAL<br/>                     TermConnCreatedEv SEPA Cause: Other: 0<br/>                     TermConnActiveEv SEPA Cause: CAUSE_NORMAL<br/>                     CallCtlTermConnTalkingEv SEPA Cause: CAUSE_NORMAL<br/>                     CallControlCause: CAUSE_NORMAL<br/>                     NEW META EVENT _____ META_CALL_PROGRESS<br/>                     CallCtlConnDialingEv A<br/>                     NEW META EVENT _____ META_CALL_PROGRESS<br/>                     CiscoToneChangedEv<br/>                     ToneType = CiscoTone.ZIPZIP<br/>                     cause = CiscoCallEv.CAUSE_FAC_CMC<br/>                     getWhichCodRequired = CiscoToneChangedEv. FAC_CMC_REQUIRED</p> |
| <p>Application enters FAC code digits with # termination by using CiscoConnection.addToAddress within the T302 timer.</p> | <p>NEW META EVENT _____ META_CALL_PROGRESS<br/>                     CiscoToneChangedEv<br/>                     ToneType = CiscoTone.ZIPZIP<br/>                     cause = CiscoCallEv.CAUSE_FAC_CMC<br/>                     getWhichCodRequired = CiscoToneChangedEv. CMC_REQUIRED</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| <p>Application enters CMC code digits with # terminated by using CiscoConnection.addToAddress within T302 timer.</p>      | <p>NEW META EVENT _____ META_CALL_ADDITIONAL_PARTY<br/>                     ConnCreatedEv B<br/>                     ConnInProgressEv B<br/>                     CallCtlConnOfferedEv B<br/>                     NEW META EVENT _____ META_CALL_PROGRESS<br/>                     ConnAlertingEv B<br/>                     CallCtlConnAlertingEv B<br/>                     TermConnCreatedEv B<br/>                     TermConnRingingEv B<br/>                     CallCtlTermConnRingingEv B</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

| Action              | Event                                                                                               |
|---------------------|-----------------------------------------------------------------------------------------------------|
| B answers the call. | ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv B<br>CallCtlTermConnTalkingEv B |

**Scenario Three**

The application controls A and B;

B requires a CMC, and the application enters an invalid code.

| Action                                                                                      | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A calls B by using call.Connect(), or A places a consult call to B by using Call.Consult(). | NEW META EVENT _____ META_CALL_STARTING<br>CallActiveEv Cause: CAUSE_NEW_CALL<br>ConnCreatedEv A Cause: CAUSE_NORMAL<br>ConnConnectedEv A Cause: CAUSE_NORMAL<br>CallCtlConnInitiatedEv Cause: CAUSE_NORMAL<br>CallControlCause: CAUSE_NORMAL<br>TermConnCreatedEv SEPA Cause: Other: 0<br>TermConnActiveEv SEPA Cause: CAUSE_NORMAL<br>CallCtlTermConnTalkingEv SEPA Cause: CAUSE_NORMAL<br>CallControlCause: CAUSE_NORMAL<br>NEW META EVENT _____ META_CALL_PROGRESS<br>CallCtlConnDialingEv A<br>NEW META EVENT _____ META_CALL_PROGRESS<br>CiscoToneChangedEvToneType = CiscoTone.ZIPZIP<br>cause = CiscoCallEv.CAUSE_FAC_CMC<br>getWhichCodRequired = CiscoToneChangedEv.<br>CMC_REQUIRED |

| Action                                                                                                                                                                                 | Event                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>The application enters the incorrect CMC digits (# terminated) by using CiscoConnection.addToAddress within the T302 timer limit.</p> <p>The application receives reorder tone.</p> | <p>NEW META EVENT _____ META_CALL_PROGRESS</p> <p>ConnFailedEv A</p> <p>CallCtlConnFailedEv A</p> <p>getCiscoCause () = CiscoCallEv.FAC_CMC</p><br><p>NEW META EVENT _____ META_CALL_ENDING</p> <p>TermConnDroppedEv</p> <p>CallCtlTermConnDropped</p> <p>ConnDisconnectedEv</p> <p>CallCtlConnDisconnectedEv</p> <p>CallInvalidEv</p> <p>CallObservationEndedEv</p> |

**Scenario Four**

The application controls both A and B; A calls B; B redirects the call to C, which needs both an FAC and a CMC.

| Action                                                                                             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls B by using call.Connect(), or A places a consult call to B by using Call.Consult().</p> | <p>NEW META EVENT _____ META_CALL_STARTING<br/>           CallActiveEv Cause: CAUSE_NEW_CALL<br/>           ConnCreatedEv A Cause: CAUSE_NORMAL<br/>           ConnConnectedEv A Cause: CAUSE_NORMAL<br/>           CallCtlConnInitiatedEv Cause: CAUSE_NORMAL<br/>           CallControlCause: CAUSE_NORMAL<br/>           TermConnCreatedEv SEPA Cause: Other: 0<br/>           TermConnActiveEv SEPA Cause: CAUSE_NORMAL<br/>           CallCtlTermConnTalkingEv SEPA Cause: CAUSE_NORMAL<br/>           CallControlCause: CAUSE_NORMAL<br/>           NEW META EVENT _____ META_CALL_PROGRESS<br/>           CallCtlConnDialingEv A<br/>           NEW META EVENT _____ META_CALL_ADDITIONAL_PARTY<br/>           ConnCreatedEv B<br/>           ConnInProgressEv B<br/>           CallCtlConnOfferedEv B<br/>           NEW META EVENT _____ META_CALL_PROGRESS<br/>           ConnAlertingEv B<br/>           CallCtlConnAlertingEv B<br/>           TermConnCreatedEv SEPB<br/>           TermConnRingingEv SEPB<br/>           CallCtlTermConnRingingEv SEPB<br/>           ConnConnectedEv B<br/>           CallCtlConnEstablishedEv B<br/>           TermConnActiveEv SEPB<br/>           CallCtlTermConnTalkingEv SEPB</p> |

| Action                                                                    | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B issues a redirect request to C and passes an FAC and a CMC code.</p> | <p>NEW META EVENT _____ META_CALL_REMOVING_PARTY</p> <p>TermConnDroppedEv SEPB</p> <p>CallCtlTermConnDroppedEv SEPB Cause: CAUSE_NORMAL</p> <p>CallControlCause: CAUSE_REDIRECTED CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>ConnDisconnectedEv B Cause: CAUSE_NORMAL CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>CallCtlConnDisconnectedEv B Cause: CAUSE_NORMAL</p> <p>CallControlCause: CAUSE_REDIRECTED CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>NEW META EVENT _____ META_CALL_PROGRESS</p> <p>ConnCreatedEv C Cause: CAUSE_NORMAL CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>NEW META EVENT _____ META_CALL_PROGRESS</p> <p>ConnInProgressEv C Cause: CAUSE_NORMAL CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>CallCtlConnOfferedEv C Cause: CAUSE_NORMAL CallControlCause: CAUSE_REDIRECTED CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>NEW META EVENT _____ META_CALL_PROGRESS</p> <p>ConnAlertingEv A Cause: CAUSE_NORMAL CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>CallCtlConnAlertingEv C Cause: CAUSE_NORMAL CallControlCause: CAUSE_NORMAL CiscoCause: CAUSE_NORMALUNSPECIFIED</p> <p>NEW META EVENT _____ META_CALL_PROGRESS</p> <p>ConnConnectedEv C Cause: CAUSE_NORMAL CiscoCause: CAUSE_NOERROR</p> <p>CallCtlConnEstablishedEv C Cause: CAUSE_NORMAL CallControlCause: CAUSE_NORMAL CiscoCause: CAUSE_NOERROR</p> |

**Scenario Five**

Application controls the device Route Point (RP) and registers the RP.

A and B are PNO and within the Cisco Unified Communications Manager cluster.

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Event          | Fields                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Call arrives at RP                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | RouteEvent     | State = ROUTE<br>getRouteAddress () = RP<br>getCallingAddress () = A<br>getCallingTerminal () = SEPA<br>(Terminal associated with A)  |
| Application invokes<br>selectRoute(routeselected[], callingsearchspace,<br>modifyingcallingnumber[], preferredOriginalCdNumber[],<br>preferredOriginalCdOption[], facCode[], cmcCode[]) where<br>routeSelected[] = BcallingSearchSpace =<br>CiscoRouteSession.DEFAULT_SEARCH_SPACEmodifyingCgNumber<br>= null,<br>preferredOriginalCdNumber = null, preferredOriginalCdOption<br>= CiscoRouteSession.DONOT_RESET_ORIGINALCALLED,<br>facCode[] = "facCode for B"cmcCode[] = "cmcCode for B" | RouteUsedEvent | State = ROUTE_USED<br>getCallingAddress () = A<br>getCallingTerminal () = SEPA<br>(Terminal associated with A)<br>getRouteUsed () = B |
| Application invokes<br>endRoute (ERROR_NONE)                                                                                                                                                                                                                                                                                                                                                                                                                                               | RouteEndEvent  | State = ROUTE_ENDgetRouteAddress () = RP                                                                                              |

## Hairpin Support

| S.No. | Pre-Condition                                                                                                                                                                                                                                                 | Use Case                                                                                                                                          | Expected Behavior                                                                                                                                                                                              | Result                 |
|-------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|
| 1     | IP Phones A and C are in same cluster, IP phone B is in another cluster. JTAPI observes A and C. Gateway does not pass new party information to each other. There will be no transfer start and end events as transfer controller is not a controlled device. | A calls B via gateway. B transfers call to C via gateway. B completes the transfer and goes out of scenario. Now IP Phones A and C are connected  | At A: It is connected to B.<br>A's type is CiscoAddress.Internal<br>B's type is CiscoAddress.External<br>At C: It is connected to B.<br>C's type is CiscoAddress.Internal<br>B's type is CiscoAddress.External | A and C are connected. |
| 2     | IP Phones A and C are in same cluster, IP phone B is in another cluster. JTAPI observes A and C. Gateway is able to pass new party information to each other.                                                                                                 | A calls B via gateway. B transfers call to C via gateway. B completes the transfer and goes out of scenario. Now IP Phones A and C are connected. | At A: It is connected to C.<br>A's type is CiscoAddress.Internal<br>C's type is CiscoAddress.External<br>At C: It is connected to A.<br>C's type is CiscoAddress.Internal<br>A's type is CiscoAddress.External | A and C are connected. |

| S.No. | Pre-Condition                                                                                                                                                    | Use Case                                                                                                                                          | Expected Behavior                                                                                                                                                                                           | Result                             |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------|
| 3     | IP Phones A and B are in same cluster, IP phone C is in another cluster. JTAPI observes A and B.                                                                 | A calls B. B does a conference call to C via gateway. B completes the conference and all A, B and C are in conference.                            | At A and B,<br>ConferenceCallStateChanged event has participantInfo with following types:<br>A: CiscoAddress.Internal<br>B: CiscoAddress.Internal<br>C: CiscoAddress.External                               | A, B and C are in conference call. |
| 4     | IP Phones A and B are in same cluster, IP phone C is in another cluster. JTAPI observes A, B and C.                                                              | A calls B. B does a conference call to C via gateway. B completes the conference and all A, B and C are in conference.                            | At A and B,<br>ConferenceCallStateChanged event has participantInfo with following types:<br>A: CiscoAddress.Internal<br>B: CiscoAddress.Internal<br>C: CiscoAddress.External                               | A, B and C are in conference call. |
| 5     | IP Phones A, B, C are in same cluster, IP phone D is in another cluster. JTAPI observes A, B and C. Gateway is able to pass new party information to each other. | A calls B. B does a conference call to D via gateway. D transfers the call to C. B completes the conference and all A, B and C are in conference. | At A and B,<br>ConferenceCallStateChanged event has participantInfo with following types:<br>A: CiscoAddress.Internal<br>B: CiscoAddress.Internal<br>C: CiscoAddress.External                               | A, B and C are in conference call. |
| 6     | IP Phones A, B, C are in same cluster, IP phone D is in another cluster. JTAPI observes A, B and C. Gateway does not pass new party information to each other.   | A calls B. B does a conference call to D via gateway. D transfers the call to C. B completes the conference and all A, B and C are in conference. | At A and B,<br>ConferenceCallStateChanged event has participantInfo with following types:<br>A: CiscoAddress.Internal<br>B: CiscoAddress.Internal<br>D: CiscoAddress.External                               | A, B and C are in conference call. |
| 7     | IP Phones A and C are in same cluster, IP phone B is in another cluster. JTAPI observes A and C.                                                                 | A calls B via gateway. B redirects call to C. Now IP Phones A and C are connected.                                                                | At A: It is connected to C. A's type is CiscoAddress.Internal<br>C's type is CiscoAddress.External<br>At C: It is connected to A.<br>C's type is CiscoAddress.Internal<br>A's type is CiscoAddress.External | A and C are connected.             |

# Half Duplex Media

RTP Event at A and B.

| Action                         | RTP Events                                                                                                                             | Check Interface                                                                                                                                                            |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A calls B, B answers the call. | A – CiscoRTPInputStartedEv CiscoRTPOutputStartedEv<br>B – CiscoRTPInputStartedEv CiscoRTPOutputStartedEv                               | Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false                                   |
| B puts Call on hold            | A – CiscoRTPInputStoppedEv CiscoRTPOutputStoppedEv<br>B – CiscoRTPInputStoppredEv CiscoRTPOutputStoppedEv<br>A-CiscoRTPInputStartedEv  | Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns True                                    |
| B Retrieves the Call           | A- CiscoRTPInputStoppredEv<br>A – CiscoRTPInputStartedEv CiscoRTPOutputStartedEv<br>B – CiscoRTPInputStartedEv CiscoRTPOutputStartedEv | Ev.isHalfDuplex() returns True<br>Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false<br>Ev.isHalfDuplex() returns false |

## Hunt List

### Configuration

- HuntList feature is enabled for all use cases, unless otherwise indicated
- HuntList pilot1 : 2000
- HuntList1 LineGroup Member : 3001, 3002, 3003
- HuntList pilot2: 4000
- HuntList2 LineGroup Member : 5001, 5002, 5003

Cisco Hunt Address mentioned in the call models below indicates that CiscoAddress.getType() returns CiscoAddress.HUNT\_PILOT.



**Scenario 1**

| Scenario                                                                                                 | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls Hunt Pilot B (2000), Application is observing only A. GC1 is the GCID of the call.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     GC1:ConnConnectedEv A<br/>                     GC1:CallCtlConnInitiatedEv A<br/>                     GC1:TermConnCreatedEv TermA<br/>                     GC1:TermConnActiveEv TermA<br/>                     GC1:CallCtlTermConnTalkingEv TermA<br/>                     CallingParty = A, current calling = A<br/>                     Called Party = null, current called = null<br/>                     Lrp = null</p> <p>GC1:CallCtlConnDialingEv A</p> <p>GC1:CallCtlConnEstablishedEv A</p> <p>GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnInProgressEv B<br/>                     GC1: CallCtlConnOfferedEv B<br/>                     GC1: ConnAlertingEv B<br/>                     GC1: CallCtlConnAlertingEv B</p> <p>CallingParty = A, current calling = A<br/>                     Called Party = B, current called = B<br/>                     Lrp = null</p> |

**JTAPI CallInfo**

CallingParty = 1000  
 CurrentCallingParty = 1000  
 CalledParty = 2000 type = CiscoAddress.HUNT\_PILOT  
 CurrentCalledParty = 2000 type = CiscoAddress.HUNT\_PILOT  
 LastRedirectingParty = Null  
 Current called display name = 2000Name.



| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>GC1:ConnConnectedEv A</p> <p>GC1:CallCtlConnInitiatedEv A</p> <p>GC1:TermConnCreatedEv TermA</p> <p>GC1:TermConnActiveEv TermA</p> <p>GC1:CallCtlTermConnTalkingEv TermA</p> <p>CallingParty = A, current calling = A</p> <p>Called Party = null, current called = null</p> <p>Lrp = null</p><br><p>GC1:CallCtlConnDialingEv A</p><br><p>GC1:CallCtlConnEstablishedEv A</p><br><p>GC1:CallCtlConnDialingEv A</p><br><p>GC1:CallCtlConnEstablishedEv A</p><br><p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: ConnInProgressEv B</p> <p>GC1: CallCtlConnOfferedEv B</p> <p>GC1: ConnAlertingEv B</p> <p>GC1: CallCtlConnAlertingEv B</p> <p>CallingParty = A, current calling = A</p> <p>Called Party = B, current called = B</p> <p>Lrp = null</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnConnectedEv C</p> <p>GC1: CallCtlConnEstablishedEv C</p> <p>GC1: ConnConnectedEv B</p> |

| Scenario | Result                          |
|----------|---------------------------------|
|          | GC1: CallCtlConnEstablishedEv B |

**JTAPI CallInfo**

CallingParty = 1000

CurrentCallingParty = 1000

CalledParty = 2000

CurrentCalledParty = 2000

LastRedirectingParty = Null

Current called party display name = 3001Name. Called party display name changes to the display name of the hunt pilot member that answered the call.

**Scenario 3**

| Scenario                                                                                                                        | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls Hunt Pilot B(2000), call is offered at C (3001). Application is observing C. GC1 is the GCID of the call.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C</p> <p>GC1: ConnCreatedEv A<br/>                     GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: ConnConnectedEv A<br/>                     GC1: CallCtlConnEstablishedEv A</p> <p>GC1: ConnConnectedEv B<br/>                     GC1: CallCtlConnEstablishedEv B<br/>                     CallingParty = A, current calling = A<br/>                     Called Party = B, current called = B<br/>                     Lrp = null</p> <p>GC1: CallCtlConnAlertingEv C<br/>                     GC1:TermConnCreatedEv TermC<br/>                     GC1: TermConnRinginEv TermC<br/>                     GC1: CallCtlTermConnRinginEvTermC:</p> |

**JTAPI CallInfo**

CallingParty = 1000  
 CurrentCallingParty = 1000  
 CalledParty = 2000  
 CurrentCalledParty = 2000  
 LastRedirectingParty = Null

**Scenario 4**

| Scenario                                                                                                                                  | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls Hunt Pilot B (2000), call is offered at C (3001)<br/>Application is observing A and C. GC1 is the GCID of the call.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     ...<br/>                     GC1: CallCtlTermConnTalkingEv A<br/> <br/>                     GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C<br/> <br/>                     GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnInProgressEv B<br/>                     GC1: CallCtlConnOfferedEv B<br/>                     GC1: ConnAlertingEv B<br/>                     GC1: CallCtlConnAlertingEv B<br/> <br/>                     GC1: ConnAlertingEv C<br/>                     GC1: CallCtlConnAlertingEv C<br/>                     GC1:TermConnCreatedEv TermC<br/>                     GC1: TermConnRinginEv TermC<br/>                     GC1: CallCtlTermConnRinginEvTermC<br/> <br/>                     CallingParty = A, current calling = A<br/>                     Called Party = B, current called = B<br/>                     Lrp = null<br/>                     \</p> |

**JTAPI CallInfo**

CallingParty = 1000

CurrentCallingParty = 1000

CalledParty = 2000

CurrentCalledParty = 2000

LastRedirectingParty = Null

**Scenario 5**

| Scenario                                                                                                                                     | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls Hunt Pilot (B or 2000), call is offered at C (3001)<br/>Application is observing A and C. GC1 is the GCID of the call.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     ...<br/>                     GC1: CallCtlTermConnTalkingEv A</p> <p>GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C</p> <p>GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnInProgressEv B<br/>                     GC1: CallCtlConnOfferedEv B<br/>                     GC1: ConnAlertingEv B<br/>                     GC1: CallCtlConnAlertingEv B</p> <p>GC1: ConnAlertingEv C<br/>                     GC1: CallCtlConnAlertingEv C<br/>                     GC1:TermConnCreatedEv TermC<br/>                     GC1: TermConnRinginEv TermC<br/>                     GC1: CallCtlTermConnRinginEvTermC</p> <p>CallingParty = A, current calling = A<br/>                     Called Party = B, current called = B<br/>                     Lrp = null</p> <p>GC1:CallCtlTermConnTalkingEv TermC</p> |

**JTAPI CallInfo**

CallingParty = 1000  
 CurrentCallingParty = 1000  
 CalledParty = 2000  
 CurrentCalledParty = 2000

LastRedirectingParty = Null





| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>...</p> <p>GC1: CallCtlTermConnTalkingEv A</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p><br><p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: CallCtlConnEstablishedEv B</p><br><p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC1:TermConnCreatedEv TermC</p> <p>GC1: TermConnRingingEv TermC</p> <p>GC1: CallCtlTermConnRingingEvTermC</p><br><p>CallingParty = A, current calling = A</p> <p>Called Party = B, current called = B</p> <p>Lrp = null</p><br><p>GC1:CallCtlTermConnTalkingEv TermC</p><br><p>GC1: CiscoHuntConnCreatedEv D</p> <p>GC1: ConnAlertingEv D</p> <p>GC1: CallCtlConnAlertingEv D</p><br><p>GC1: TermConnDroppedEv TA</p> <p>GC1: CallCtlTermConnDroppedEv TA getCallControlCause () = CAUSE_REDIRECTED</p> <p>GC1: ConnDisconnectedEv A</p> <p>GC1: CallCtlConnDisconnectedEv A</p> |

| Scenario | Result                                    |
|----------|-------------------------------------------|
|          | getCallControlCause () = CAUSE_REDIRECTED |

**JTAPI CallInfo**

CallingParty = 2000  
 CurrentCallingParty = 2000  
 CalledParty = 2000  
 CurrentCalledParty = 4000  
 LastRedirectingParty = 1000

**Scenario 7**

| Scenario                                                                                                                                                                                       | Result                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A (1000) calls Hunt Pilot B (2000), call is offered at C (3001)<br>Application is observing A and C. GC1 is the GCID of the call.<br>A redirects the call to D(4000). E(5001) answers the call | <pre> ..... ..... GC1: CiscoHuntConnCreatedEv D  GC1: TermConnDroppedEv TermA GC1: CallCtlTermConnDroppedEv TermA getCallControlCause () = CAUSE_REDIRECTED GC1: ConnDisconnectedEv A GC1: CallCtlConnDisconnectedEv A getCallControlCause () = CAUSE_REDIRECTED  GC1: ConnCreatedEv E GC1: ConnConnectedEv E GC1: CallCtlConnEstablishedEv E                     </pre> |

**JTAPI CallInfo**

CallingParty = 1000  
 CurrentCallingParty = 2000  
 CalledParty = 2000  
 CurrentCalledParty = 4000  
 LastRedirectingParty = 1000

**Scenario 8**

| Scenario                                                                                                                                                                                           | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls Hunt Pilot B(2000), call is offered at C (3001). Application is observing A, E and C. GC1 is the GCID of the call. A redirects the call to D(4000). E(5001) answers the call</p> | <p>.....<br/>                 .....<br/>                 GC1: ConnCreatedEv E<br/>                 GC1: ConnInProgressEv E<br/>                 GC1: CallCtlConnOfferedEv E<br/>                 getCallControlCause () = CAUSE_REDIRECTED<br/> <br/>                 GC1: CiscoHuntConnCreatedEv D<br/> <br/>                 GC1: TermConnDroppedEv TermA<br/>                 GC1: CallCtlTermConnDroppedEv TermA<br/>                 GC1: ConnDisconnectedEv A<br/>                 GC1: CallCtlConnDisconnectedEv A<br/> <br/>                 GC1: CallCtlConnEstablishedEv E</p> |

**JTAPI CallInfo**

CallingParty = 1000  
 CurrentCallingParty = 2000  
 CalledParty = 2000  
 CurrentCalledParty = 4000  
 LastRedirectingParty = 1000

**Scenario 9**

| Scenario                                                                                                                                              | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls Hunt Pilot B(2000), call is offered at C (3001) and D (3002). Application is observing A, C and D. GC1 is the GCID of the call.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     ...<br/>                     GC1: CallCtlTermConnTalkingEv A</p> <p>GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C</p> <p>GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnInProgressEv B<br/>                     GC1: CallCtlConnOfferedEv B<br/>                     GC1: ConnAlertingEv B<br/>                     GC1: CallCtlConnAlertingEv B</p> <p>GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C<br/>                     GC1: CallCtlConnEstablishedEv B</p> <p>GC1: ConnCreatedEv D<br/>                     GC1: ConnInProgressEv D<br/>                     GC1: CallCtlConnOfferedEv D<br/>                     GC1: CallCtlConnAlertingEv C</p> <p>GC1: CallCtlTermConnCreatedEv TermC<br/>                     GC1: CallCtlTermConnRingingEv TermC</p> <p>GC1: CallCtlConnAlertingEv D</p> <p>GC1: CallCtlTermConnCreatedEv TermD<br/>                     GC1: CallCtlTermConnRingingEv TermD</p> |

**JTAPI CallInfo**

CallingParty = 1000

CurrentCallingParty = 1000

CalledParty = 2000

CurrentCalledParty = 2000

LastRedirectingParty = Null



| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>...</p> <p>GC1: CallCtlTermConnTalkingEv A</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p><br><p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: ConnInProgressEv B</p> <p>GC1: CallCtlConnOfferedEv B</p> <p>GC1: ConnAlertingEv B</p> <p>GC1: CallCtlConnAlertingEv B</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p> <p>GC1: CallCtlConnEstablishedEv B</p><br><p>GC1: ConnCreatedEv D</p> <p>GC1: ConnInProgressEv D</p> <p>GC1: CallCtlConnOfferedEv D</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC1: CallCtlTermConnCreatedEv TermC</p> <p>GC1: CallCtlTermConnRingingEv TermC</p><br><p>GC1: CallCtlConnAlertingEv D</p><br><p>GC1: CallCtlTermConnCreatedEv TermD</p> <p>GC1: CallCtlTermConnRingingEv TermD</p><br><p>GC1: CallCtlTermConnTalkingEv TermD</p> |



| Scenario | Result                                                                                               |
|----------|------------------------------------------------------------------------------------------------------|
|          | GC1: CallCtlTermConnDroppedEv TermC<br>GC1: ConnDisconnectedEv C<br>GC1: CallCtlConnDisconnectedEv C |

**JTAPI CallInfo**

CallingParty = 1000

CurrentCallingParty = 1000

CalledParty = 2000

CurrentCalledParty = 2000

LastRedirectingParty = Null

**Scenario 11**

| Scenario                                                                                                                                                                         | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls Hunt Pilot (B or 2000), call is offered at C (3001) and D (3002). Application is observing A and D. GC1 is the GCID of the call.</p> <p>C answers the call</p> | <p>GC1:CallActiveEv</p> <p>GC1:ConnCreatedEv A</p> <p>GC1:ConnConnectedEv A</p> <p>GC1:CallCtlConnInitiatedEv A</p> <p>GC1:TermConnCreatedEv TermA</p> <p>GC1:TermConnActiveEv TermA</p> <p>GC1:CallCtlTermConnTalkingEv TermA</p><br><p>GC1: CallCtlConnEstablishedEv A</p><br><p>GC1: CiscoHuntConnCreatedEv B</p><br><p>GC1: ConnCreatedEv D</p> <p>GC1: ConnOfferedEv D</p> <p>....</p> <p>GC1: TermConnCreatedEv TermD</p> <p>GC1: CallCtlTermConnRingingEv TermD</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnConnectedEv C</p> <p>GC1: CallCtlConnEstablishedEv C</p><br><p>GC1: CallCtlTermConnDroppedEv TermD</p> <p>GC1: ConnDisconnectedEv D</p> <p>GC1: CallCtlConnDisconnectedEv D</p> |

**JTAPI CallInfo**

CallingParty = 1000

CurrentCallingParty = 1000

CalledParty = 2000

CurrentCalledParty = 2000

LastRedirectingParty = Null



| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1:CallActiveEv</p> <p>GC1:ConnCreatedEv A</p> <p>GC1:ConnConnectedEv A</p> <p>GC1:CallCtlConnInitiatedEv A</p> <p>GC1:TermConnCreatedEv TermA</p> <p>GC1:TermConnActiveEv TermA</p> <p>GC1:CallCtlTermConnTalkingEv TermA</p><br><p>GC1: CallCtlConnEstablishedEv A</p><br><p>GC1: CiscoHuntConnCreatedEv B-U</p> <p>GC1: ConnInProgressEv B-U</p> <p>GC1: CallCtlConnOfferedEv B-U</p> <p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: ConnInProgressEv B</p> <p>GC1: CallCtlConnOfferedEv B</p> <p>GC1: ConnAlertingEv B</p> <p>GC1: CallCtlConnAlertingEv B</p> <p>GC1: ConnDisconnectedEv B-U</p> <p>GC1: CallCtlConnDisconnectedEv B-U</p> <p>GC1: ConnCreatedEv C</p> <p>GC1: ConnOfferedEv C</p> <p>....</p> <p>GC1: CallCtlConnEstablishedEv C</p><br><p>GC1: CallCtlTermConnHeldEv TermA</p><br><p>GC2: CiscoConsultCallActiveEv</p> <p>GC2: ConnCreatedEv A</p> <p>.....</p> <p>GC2: CallCtlTermConnTalkingEv TermA</p> <p>GC2: CallCtlConnDialingEv A</p> <p>GC2: CallCtlConnEstablishedEv A</p> |

| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC2: CiscoHuntConnCreatedEv D</p> <p>GC2: ConnInProgressEv D</p> <p>GC2: CallCtlConnOfferedEv D</p> <p>GC2: ConnAlertingEv D</p> <p>GC2: CallCtlConnAlertingEv D</p><br><p>GC2: ConnCreatedEv E</p> <p>GC2: ConnConnectedEv E</p> <p>GC2: CallCtlConnEstablishedEv E</p> <p>GC2: ConnConnectedEv D</p> <p>GC2: CallCtlConnEstablishedEv D</p><br><p>CiscoCallChangedEv final call –GC1, consult call = GC2</p> <p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: ConnCreatedEv C</p> <p>GC1: ConnConnectedEv C</p> <p>GC1: CallCtlConnEstablishedEv C</p> <p>GC1: CiscoHuntConnCreatedEv E</p> <p>GC1: ConnCreatedEv E</p> <p>GC1: ConnConnectedEv E</p> <p>GC1: CallCtlConnEstablishedEv E</p><br><p>GC2: ConnDisconntedEv B</p> <p>GC2: ConnDisconntedEv C</p> <p>GC2: CallCtlConnDisconnectedEv C</p> <p>GC2: ConnDisconntedEv D</p> <p>GC2: ConnDisconntedEv E</p> <p>GC2: CallCtlConnDisconnectedEv E</p><br><p>GC2: CallCtlTermConnDroppedEv TermA</p> <p>..</p> <p>GC2: ConnDisconntedEv A</p> <p>GC2: CallCtlConnDisconnectedEv A</p> |

| Scenario | Result             |
|----------|--------------------|
|          | GC2: CallInvalidEv |

**JTAPI CallInfo**

CallingParty = 1000

CurrentCallingParty = [No guaranteed for conference scenario]

CalledParty = 2000

CurrentCalledParty = [No guaranteed for conference scenario]

LastRedirectingParty = 1000

**Scenario 13**

Transfer to a line group member.





| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1:CallActiveEv</p> <p>GC1:ConnCreatedEv A</p> <p>GC1:ConnConnectedEv A</p> <p>GC1:CallCtlConnInitiatedEv A</p> <p>GC1:TermConnCreatedEv TermA</p> <p>GC1:TermConnActiveEv TermA</p> <p>GC1:CallCtlTermConnTalkingEv TermA</p><br><p>GC1: CallCtlConnEstablishedEv A</p><br><p>GC1: ConnCreatedEv B</p> <p>GC1: ConnOfferedEv B</p> <p>...</p> <p>GC1: TermConnRingingEv TermB</p> <p>GC1: TermConnTalkingEv TermB</p><br><p>GC1: CallCtlTermConnHeldEv TermB</p><br><p>GC2: CiscoConsultCallActiveEv</p> <p>GC2: ConnCreatedEv B</p> <p>.....</p> <p>GC2: CallCtlTermConnTalkingEv TermB</p> <p>GC2: CiscoHuntConnCreatedEv P</p> <p>GC2: ConnInProgressEv P</p> <p>GC2: CallCtlConnOfferedEv P</p><br><p>GC2: ConnCreatedEv C</p> <p>GC2: ConnOfferedEv C</p><br><p>GC2: TermConnRingingEv TermC</p> <p>GC2: ConnConnectedEv P</p> |

| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC2: CallCtlConnEstablishedEv P</p> <p>GC2: CiscoHuntConnCreatedEv P</p> <p>GC2: ConnInProgressEv P</p> <p>GC2: CallCtlConnOfferedEv P</p> <p>GC2: ConnAlertingEv P</p> <p>GC2: CallCtlConnAlertingEv P</p> <p>GC2: ConnDisconnectedEv P</p> <p>GC2: CallCtlConnDisconnectedEv P</p> <p>GC2: ConnConnectedEv P</p> <p>GC2: CallCtlConnEstablishedEv P</p><br><p>GC2: ConnConnectedEv C</p> <p>GC2: CallCtlConnEstablishedEv C</p> <p>GC2: TermConnTalkingEv TermC</p><br><p>GC1: CiscoHuntConnCreatedEv P</p> <p>GC1: ConnInProgressEv P</p> <p>GC1: CallCtlConnOfferedEv P</p> <p>GC1: ConnAlertingEv P</p> <p>GC1: CallCtlConnAlertingEv P</p> <p>CiscoCallChangedEv final call –GC1, consult call = GC2</p> <p>GC1: ConnCreatedEv C</p> <p>GC1: ConnConnectedEv C</p> <p>GC1: CallCtlConnEstablishedEv C</p> <p>GC1: TermConnTalkingEv TC</p> <p>GC1: ConnConnectedEv P</p> <p>GC1: CallCtlConnEstablishedEv P</p><br><p>GC2: ConnDisconntedEv P</p> <p>GC2: CallCtlConnDisconnectedEv P</p> <p>GC2: ConnDisconntedEv B</p> |

| Scenario | Result                                                                                                                                                                                                                                                                     |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | GC2: CallCtlConnDisconnectedEv B<br>...<br>....<br>GC2: ConnDisconntedEv C<br>GC2: CallCtlConnDisconnectedEv C<br>..<br>GC2: CallInvalidEv<br>GC1: ConnDisconntedEv B<br>GC1: CallCtlConnDisconnectedEv B<br>GC1: TermConnDroppedEv TB<br>GC1: CallCtlTermConnDroppedEv TB |

**Scenario 14**

Pickup from line group

| Scenario                                                                                                                                                                                                                                                                                                                          | Result |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <p>A (1000) calls (GC1) Hunt Pilot B (2000), call is offered at C (3001). Application is observing A, C and D.</p> <p>C and D are in the same pickup group.</p> <p>D picks up the call ringing at C.</p> <p>GC2 is the initial call at D.</p> <p>A and D are connected on GC1</p> <p>D goes off-hook and answers call from C.</p> |        |

| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>...</p> <p>GC1: CallCtlTermConnTalkingEv A</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p><br><p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: ConnInProgressEv B</p> <p>GC1: CallCtlConnOfferedEv B</p> <p>GC1: ConnAlertingEv B</p> <p>GC1: CallCtlConnAlertingEv B</p> <p>GC1: TermConnRingingEv TC</p> <p>GC1: CallCtlTermConnRingingEv TC</p> <p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv D</p> <p>GC2: ConnConnectedEv D</p> <p>GC2: CallCtlConnInitiatedEv D</p> <p>GC2: TermConnCreatedEv TD</p> <p>GC2: TermConnActiveEv TD</p> <p>GC2: CallCtlTermConnTalkingEv TD</p> <p>GC2: CiscoCallChangedEv GC2-&gt;GC1</p> <p>GC1: ConnCreatedEv D</p> <p>GC1: ConnConnectedEv D</p> <p>GC1: CallCtlConnInitiatedEv D</p> <p>GC1: TermConnCreatedEv TD</p> <p>GC1: TermConnActiveEv TD</p> <p>GC1: CallCtlTermConnTalkingEv TD</p> <p>GC2: TermConnDroppedEv TD</p> |

| Scenario | Result                                                                                                                                                                                                                                                         |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | GC2: CallCtlTermConnDroppedEv TD<br>GC2: ConnDisconnectedEv D<br>GC2: CallCtlConnDisconnectedEv D<br>GC2: CallInvalidEv<br><br>GC1: TermConnDroppedEv TC<br>GC1: TermConnTermConnDroppedEv TC<br>GC1: ConnDisconnectedEv B<br>GC1: CallCtlConnDisconnectedEv B |



**Note** Note: For this scenario, if the pickup is done from the address of the hunt member that is currently ringing with Auto Pickup disabled, then `getCiscoHuntConnection()` returns the connection to the hunt pilot. If the pickup is done from an address that is in the pickup group but is not the current ringing terminal, then `getCiscoHuntConnection()` returns null. If Auto Pickup is enabled, then `getCiscoHuntConnection()` always returns null after the call is picked up (it does not matter whether the pickup is done from the ringing terminal or from another address in the pickup group). This is true for Pickup, Group Pickup, Other Pickup, and Directed Call Pickup.

**Scenario 15**

Gpickup a ringing hunt list member.

| Scenario                                                                                                                                                                                                          | Result                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A (1000) calls (GC1) Hunt Pilot B (2000), call is offered at C (3001). Application is observing A, C and D.<br>D picks up the call ringing at C.<br>GC2 is the initial call at D.<br>A and D are connected on GC1 | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>...<br>GC1: CallCtlTermConnTalkingEv A<br><br>GC1: ConnCreatedEv C<br>GC1: ConnInProgressEv C<br>GC1: CallCtlConnOfferedEv C<br><br>GC1: CiscoHuntConnCreatedEv B<br>GC1: ConnInProgressEv B<br>GC1: CallCtlConnOfferedEv B |

| Scenario                                       | Result |
|------------------------------------------------|--------|
| D goes off-hook and dials the pickup number Z. |        |

| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: ConnAlertingEv B</p> <p>GC1: CallCtlConnAlertingEv B</p> <p>GC1: TermConnRingingEv TC</p> <p>GC1: CallCtlTermConnRingingEv TC</p> <p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv D</p> <p>GC2: ConnConnectedEv D</p> <p>GC2: CallCtlConnInitiatedEv D</p> <p>GC2: TermConnCreatedEv TD</p> <p>GC2: TermConnActiveEv TD</p> <p>GC2: CallCtlTermConnTalkingEv TD</p> <p>GC2: CallCtlConnDialingEv D</p> <p>GC2: ConnCretatedEv Z</p> <p>GC2: ConnInProgressEv Z</p> <p>GC2: CallCtlConnOfferedEv Z</p> <p>GC2: CallCtlConnEstablishedEv D</p> <p>GC2: CiscoCallChangedEv GC2-&gt;GC1</p> <p>GC1: ConnCreatedEv D</p> <p>GC1: ConnCreatedEv Z</p> <p>GC1: ConnConnectedEv D</p> <p>GC1: CallCtlConnEstablishedEv D</p> <p>GC1: TermConnCreatedEv TD</p> <p>GC1: TermConnActiveEv TD</p> <p>GC1: CallCtlTermConnTalkingEv TD</p> <p>GC1: ConnInProgressEv Z</p> <p>GC1: CallCtlConnOfferedEv Z</p> <p>GC2: ConnDisconnectedEv Z</p> |



| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                           |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | GC2: CallCtlConnDisconnectedEv Z<br>GC2: TermConnDroppedEv TD<br>GC2: CallCtlTermConnDroppedEv TD<br>GC2: ConnDisconnectedEv D<br>GC2: CallCtlConnDisconnectedEv D<br>GC2: CallInvalidEv<br>GC1: ConnDisconnectedEv Z<br>GC1: CallCtlConnDisconnectedEv Z<br><br>GC1: TermConnDroppedEv TC<br>GC1: TermConnTermConnDroppedEv TC<br>GC1: ConnDisconnectedEv B<br>GC1: CallCtlConnDisconnectedEv B |



**Note** For this scenario, if the pickup is done from the address of the hunt member that is currently ringing with Auto Pickup disabled, getCiscoHuntConnection() returns the connection to the hunt pilot. If the pickup is done from an address that is in the pickup group but is not the current ringing terminal, getCiscoHuntConnection() returns null. If the Auto Pickup is enabled, getCiscoHuntConnection() always returns null after the call is picked up (it does not matter whether the pickup is done from the ringing terminal or from another address in the pickup group). This is true for Pickup, Group Pickup, Other Pickup, and Directed Call Pickup.

**Scenario 16**

Redirect by a hunt member:

| Scenario                                                                                                                                                                | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls (GC1) Hunt Pilot B (2000), call is offered at C (3001). Application is observing A, C and D.</p> <p>C redirects the call to D. D is not a member.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     ...<br/>                     GC1: CallCtlTermConnTalkingEv A<br/>                     GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C<br/>                     GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnInProgressEv B<br/>                     GC1: CallCtlConnEstablishedEv B<br/>                     GC1: ConnAlertingEv B</p>                                                                                                                                                                                                                                                                                                                                                                                      |
| <p>C answers the call.</p> <p>Application redirects the call from C to D</p>                                                                                            | <p>GC1: TermConnRingEv TC<br/>                     GC1: CallCtlTermConnRingEv TC<br/>                     GC1: ConnAlertingEv C<br/>                     GC1: CallCtlConnAlertingEv C<br/>                     GC1: CallCtlEstablishedEv C</p> <p>GC1: ConnCreatedEv D<br/>                     GC1: ConnInProgressEv D<br/>                     GC1: CallCtlConnOfferedEv D<br/>                     getCallControlCause() = CAUSE.REDIRECTED<br/>                     GC1: CallCtlConnDisconnectedEv B<br/>                     GC1: CallCtlConnDisconnected C<br/>                     GC1: TermConnDisconnEv C<br/>                     GC1: CallCtlTermConnDisconnectedEv C<br/>                     getCallControlCause() = CAUSE.REDIRECTED</p> <p>Call info:<br/>                     Current calling A<br/>                     Current Called D<br/>                     LRP B type CiscoAdress.UNKNOWN</p> |

**Scenario 17**

Calls Moving Between Members

When call is moving between hunt members, the call could go to invalid state.



| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv</p> <p>...</p> <p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p> <p>GC1: ConnCreatedEv A</p> <p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: CallCtlConnEstablishedEv B</p> <p>GC1: TermConnRingEv TC</p> <p>GC1: CallCtlTermConnRingEv TC</p> <p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC1: ConnCreatedEv D</p> <p>GC1: ConnInProgressEv D</p> <p>GC1: CallCtlConnOfferedEv D</p> <p>GC1: ConnAlertingEv D</p> <p>GC1: CallCtlConnAlertingEv D</p> <p>GC1: TermConnCreatedEv TD</p> <p>GC1: TermConnRingEv TD</p> <p>GC1: CallCtlTermConnRingEv TD</p><br><p>GC1: TermConnDroppedEv TC</p> <p>GC1: CallCtlTermConnDroppedEv TC</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: ConnDisconnectedEvTC</p> <p>GC1: CallCtlConnDisconnectedEv TC</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p><br><p>Call info:</p> <p>Current calling A</p> |

| Scenario | Result                         |
|----------|--------------------------------|
|          | Current Called D<br>LRP = null |

**Scenario 18**

Not All Members Are Observed

If all members are not observed call could go to invalid state when moving between hunt members

| Scenario                                                                                                                                                                                                                          | Result                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls (GC1) Hunt Pilot B (2000), call is offered at C (3001). C does not answer the call, call moves to D, and to E where it is answered.</p> <p>C, D, E and F are the members. Application is observing C and E.</p> | GC1: CallActiveEv<br>GC1: ConnCreatedEv C<br>GC1: ConnInProgressEv C<br><br>GC1: CallCtlConnOfferedEv C<br>GC1: ConnCreatedEv A<br><br>GC1: CiscoHuntConnCreatedEv B<br>GC1: ConnConnectedEv B<br>GC1: CallCtlConnEstablishedEv B<br><br>GC1: ConnConnectedEv A<br>GC1: CallCtlConnEstablishedEv A<br><br>GC1: ConnAlertingEv C<br>GC1: CallCtlConnAlertingEv C<br>GC1: TermConnRinginEv TC<br>GC1: CallCtlTermConnRinginEv TC |

| Scenario                                 | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Call moves to D (not unobserved).</p> | <p>GC1: ConnDisconnectedEv B<br/>                     GC1: CallCtlConnDisconnectedEv B<br/>                     getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: ConnDisconnectedEv A<br/>                     GC1: CallCtlConnDisconnectedEv A<br/>                     getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: TermConnDroppedEv TC<br/>                     GC1: CallCtlTermConnDroppedEv<br/>                     getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: ConnDisconnectedEv C<br/>                     GC1: CallCtlConnDisconnectedEv C<br/>                     getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: CallInvalidEv<br/>                     GC1: CallActiveEv</p> |
| <p>Call moves from D to E.</p>           | <p>GC1: ConnCreatedEv E<br/>                     GC1: ConnInProgressEv E<br/>                     GC1: CallCtlConnOfferedEv E</p> <p>GC1: ConnCreatedEv A<br/>                     GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnConnectedEv B<br/>                     GC1: CallCtlConnEstablishedEv B</p> <p>GC1: ConnConnectedEv A<br/>                     GC1: CallCtlConnEstablishedEv A</p> <p>GC1: ConnAlertingEv E<br/>                     GC1: CallCtlConnAlertingEv E<br/>                     GC1: TermConnRingingEv TE<br/>                     GC1: CallCtlTermConnRingingEv TE</p>                                                                                                  |

| Scenario            | Result                                                                                                                                                                                             |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E answers the call. | GC1: ConnConnectedEv E<br>GC1: CallCtlConnEstablishedEv E<br>GC1: TermConnActiveEv TE<br>GC1: CallCtlTermConnTalkingEv TE<br><br>Call info:<br>Current calling A<br>Current Called E<br>LRP = null |

**Scenario 19**

Not All Members Are Observed, but Calling Party Is Observed



| Scenario                                                                                                                                                                                                                                                                                                                                | Result |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <p>A (1000) calls (GC1) Hunt Pilot B (2000), call is offered at C (3001). C does not answer the call, call moves to D, and to E where it is answered.</p> <p>C, D, E and F are the members. Application is observing A, C and E.</p> <p>Call moves to D (not unobserved).</p> <p>Call moves from D to E.</p> <p>E answers the call.</p> |        |

| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>GC1: ConnConnectedEv A</p> <p>GC1: CallCtlConnInitiatedEv A</p> <p>GC1: TermConnCreatedEv TA</p> <p>GC1: TermConnActiveEv TA</p> <p>GC1: CallCtlTermConnTalkingEv TA</p> <p>GC1: CallCtlConnDialingEv A</p> <p>GC1: CallCtlConnEstablishedEv A</p><br><p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1; ConnInProgressEv B</p> <p>GC1: CallCtlConnOfferedEv B</p> <p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p><br><p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC1: TermConnRingingEv TC</p> <p>GC1: CallCtlTermConnRingingEv TC</p> <p>GC1: ConnConnectedEv B</p> <p>GC1: CallCtlConnEstablishedEv B</p> <p>GC1: TermConnDroppedEv TC</p> <p>GC1: CallCtlTermConnDroppedEv</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: ConnDisconnectedEv C</p> <p>GC1: CallCtlConnDisconnectedEv C</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: ConnCreatedEv E</p> <p>GC1: ConnInProgressEv E</p> <p>GC1: CallCtlConnOfferedEv E</p> |

| Scenario | Result                                                                                                                                                                                                                                                                                                                   |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | GC1: ConnAlertingEv E<br>GC1: CallCtlConnAlertingEv E<br>GC1: TermConnRingingEv TE<br>GC1: CallCtlTermConnRingingEv TE<br>GC1: ConnConnectedEv E<br>GC1: CallCtlConnEstablishedEv E<br>GC1: TermConnActiveEv TE<br>GC1: CallCtlTermConnTalkingEv TE<br>Call info:<br>Current calling A<br>Current Called E<br>LRP = null |

**Scenario 20**

Calling and All Hunt List Members Are Observed; the Call Is Not Answered and Goes to Hunt No Answer Forward Destination

| Scenario                                                                                                                                                                                                                                                                                                                                                                      | Result |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <p>A (1000) calls (GC1) Hunt Pilot B (2000), call is offered at C (3001). C does not answer the call, call moves to D, and to E. The call goes to hunt no answer forward destination F which is observed.</p> <p>C, D, E and F are the members. Application is observing A, C, D, E and F.</p> <p>Call moves to D.</p> <p>Call moves from D to E.</p> <p>Call moves to F.</p> |        |

| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>GC1: ConnConnectedEv A</p> <p>GC1: CallCtlConnInitiatedEv A</p> <p>GC1: TermConnCreatedEv TA</p> <p>GC1: TermConnActiveEv TA</p> <p>GC1: CallCtlTermConnTalkingEv TA</p> <p>GC1: CallCtlConnDialingEv A</p> <p>GC1: CallCtlConnEstablishedEv A</p><br><p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1; ConnInProgressEv B</p> <p>GC1: CallCtlConnOfferedEv B</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p><br><p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC1: TermConnRinglingEv TC</p> <p>GC1: CallCtlTermConnRinglingEv TC</p><br><p>GC1: ConnConnectedEv B</p> <p>GC1: CallCtlConnEstablishedEv B</p> <p>GC1: ConnCreatedEv D</p> <p>GC1: ConnInProgressEv D</p> <p>GC1: CallCtlConnOfferedEv D</p> <p>GC1: ConnAlertingEv D</p> <p>GC1: CallCtlConnAlertingEv D</p> <p>GC1: TermConnCreatedEv TD</p> <p>GC1: TermConnRinglingEv TD</p> <p>GC1: CallCtlTermConnRinglingEv TD</p> |

| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: TermConnDroppedEv TC</p> <p>GC1: CallCtlTermConnDroppedEv</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: ConnDisconnectedEv C</p> <p>GC1: CallCtlConnDisconnectedEv C</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p><br><p>GC1: ConnCreatedEv E</p> <p>GC1: ConnInProgressEv E</p> <p>GC1: CallCtlConnOfferedEv E</p><br><p>GC1: ConnAlertingEv E</p> <p>GC1: CallCtlConnAlertingEv E</p> <p>GC1: TermConnRingingEv TE</p> <p>GC1: CallCtlTermConnRingingEv TE</p> <p>GC1: TermConnDroppedEv TD</p> <p>GC1: CallCtlTermConnDroppedEv TD</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p> <p>GC1: ConnDisconnectedEv D</p> <p>GC1: CallCtlConnDisconnectedEv D</p> <p>getCallControlCause() = CAUSE.REDIRECTED</p><br><p>GC1: ConnCreatedEv F</p> <p>GC1: ConnInProgressEv F</p> <p>GC1: CallCtlConnOfferedEv F</p><br><p>GC1: ConnAlertingEv F</p> <p>GC1: CallCtlConnAlertingEv F</p> <p>GC1: TermConnRingingEv TF</p> <p>GC1: CallCtlTermConnRingingEv TF</p><br><p>GC1: ConnDisconnectedEv B</p> |

| Scenario | Result                                                                                                                                                                                                                                                                                                                          |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | GC1: CallCtlConnDisconnectedEv B<br>GC1: TermConnDroppedEv TE<br>GC1: CallCtlTermConnDroppedEv TE<br>getCallControlCause() = CAUSE.REDIRECTED<br>GC1: ConnDisconnectedEv E<br>GC1: CallCtlConnDisconnectedEv E<br>getCallControlCause() = CAUSE.REDIRECTED<br>Call info:<br>Current calling A<br>Current Called F<br>LRP = null |

**Scenario 21**

Forward Hunt No Answer to Another Hunt Pilot

| Scenario                                                                                                                                                                                                                                                                                                                                                      | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls (GC1) Hunt Pilot HP1 (2000), call is offered at C (3001). C does not answer the call, call moves to D, and to E. The call goes to hunt no answer forward destination F which is observed.</p> <p>C, D, E are the members .</p> <p>HP2 is the forward hunt no answer destination.</p> <p>H, L are its members. All parties are observed.</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>GC1: ConnConnectedEv A</p> <p>GC1: CallCtlConnInitiatedEv A</p> <p>GC1: TermConnCreatedEv TA</p> <p>GC1: TermConnActiveEv TA</p> <p>GC1: CallCtlTermConnTalkingEv TA</p> <p>GC1: CallCtlConnDialingEv A</p> <p>GC1: CallCtlConnEstablishedEv A</p><br><p>GC1: CiscoHuntConnCreatedEv HP1</p> <p>GC1; ConnInProgressEv HP1</p> <p>GC1: CallCtlConnOfferedEv HP1</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p> <p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC1: TermConnRinginEv TC</p> <p>GC1: CallCtlTermConnRinginEv TC</p> <p>GC1: ConnConnectedEv HP1</p> <p>GC1: CallCtlConnEstablishedEv HP1</p> |



| Scenario                       | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Call moves to D</p>         | <p>GC1: ConnCreatedEv D<br/>                     GC1: ConnInProgressEv D<br/>                     GC1: CallCtlConnOfferedEv D<br/>                     GC1: ConnAlertingEv D<br/>                     GC1: CallCtlConnAlertingEv D<br/>                     GC1: TermConnCreatedEv TD<br/>                     GC1: TermConnRingingEv TD<br/>                     GC1: CallCtlTermConnRingingEv TD</p> <p>GC1: TermConnDroppedEv TC<br/>                     GC1: CallCtlTermConnDroppedEv<br/>                     getCallControlCause() = CAUSE.REDIRECTED<br/>                     GC1: ConnDisconnectedEv C<br/>                     GC1: CallCtlConnDisconnectedEv C<br/>                     getCallControlCause() = CAUSE.REDIRECTED</p> |
| <p>Call moves from D to E.</p> | <p>GC1: ConnCreatedEv E<br/>                     GC1: ConnInProgressEv E<br/>                     GC1: CallCtlConnOfferedEv E</p> <p>GC1: ConnAlertingEv E<br/>                     GC1: CallCtlConnAlertingEv E<br/>                     GC1: TermConnRingingEv TE<br/>                     GC1: CallCtlTermConnRingingEv TE<br/>                     GC1: TermConnDroppedEv TD<br/>                     GC1: CallCtlTermConnDroppedEv TD<br/>                     getCallControlCause() = CAUSE.REDIRECTED<br/>                     GC1: ConnDisconnectedEv D<br/>                     GC1: CallCtlConnDisconnectedEv D<br/>                     getCallControlCause() = CAUSE.REDIRECTED</p>                                                 |

| Scenario                              | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call goes t HP2, call is offered at H | GC1: ConnCreatedEv H<br>GC1: ConnInProgressEv H<br>GC1: CallCtlConnOfferedEv H<br><br>GC1: CiscoHuntConnCreatedEv HP2<br>GC1: ConnAlertingEv H<br>GC1: CallCtlConnAlertingEv H<br>GC1: TermConnRingingEv TH<br>GC1: CallCtlTermConnRingingEv TH<br>GC1: ConnConnectedEv HP2<br>GC1: CallCtlConnEstablishedEv HP2                                                                                                                                                                                                                                                                     |
| Call moves from H to L                | GC1: ConnCreatedEv L<br>GC1: ConnInProgressEv L<br>GC1: CallCtlConnOfferedEv L<br>GC1: ConnAlertingEv L<br>GC1: CallCtlConnAlertingEv L<br>GC1: TermConnRingingEv TL<br>GC1: CallCtlTermConnRingingEv TL<br><br>GC1: ConnDisconnectedEv HP1<br>GC1: CallCtlConnDisconnectedEv HP1<br>GC1: TermConnDroppedEv TH<br>GC1: CallCtlTermConnDroppedEv TH<br>getCallControlCause() = CAUSE.REDIRECTED<br>GC1: ConnDisconnectedEv H<br>GC1: CallCtlConnDisconnectedEv H<br>getCallControlCause() = CAUSE.REDIRECTED<br><br>Call info:<br>Current calling A<br>Current Called F<br>LRP = null |

**Scenario 22**

Consult Transfer by a Member to Another Hunt Pilot



| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C<br/>                     GC1: ConnCreatedEv A<br/>                     GC1: CiscoHuntConnCreatedEv HP1<br/>                     GC1: ConnConnectedEv A<br/>                     GC1: CallCtlConnEstablishedEv A<br/>                     GC1: ConnConnectedEv HP1<br/>                     GC1: CallCtlConnEstablishedEv HP1</p> <p>GC1: ConnAlertingEv C<br/>                     GC1: CallCtlConnAlertingEv C<br/>                     GC1: TermConnRingingEv TC<br/>                     GC1: CallCtlTermConnRingingEv TC<br/>                     GC1: ConnConnectedEv C<br/>                     GC1: CallCtlConnEstablishedEv C<br/>                     GC1: TermConnActiveEv TC<br/>                     GC1: CallCtlTermConnTalkingEv TC<br/>                     GC1: CiscoTermConnSelectChangedEv TC<br/>                     GC1: CallCtlTermConnHeldEv TC</p> <p>GC2: ConsultCallActive<br/>                     GC2: ConnCreatedEv C</p> <p>GC2: ConnConnectedEv C<br/>                     GC2: CallCtlConnInitiatedEv C<br/>                     GC2: TermConnCreatedEv C<br/>                     GC2: TermConnActiveEv C<br/>                     GC2: CallCtlTermConnTalkingEv TC<br/>                     GC2: CallCtlConnDialingEv TC<br/>                     GC2: CallCtlConnEstablishedEv TC<br/>                     GC2: CiscoHuntConnCreatedEv HP2</p> |

| Scenario | Result                                                     |
|----------|------------------------------------------------------------|
|          | GC2: ConnInProgressEv HP2<br>GC2: CallCtlConnOfferedEv HP2 |



| Scenario | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | <p>GC2: ConnCreatedEv L</p> <p>GC2: ConnInProgressEv L</p> <p>GC2: CallCtlConnOfferedEv L</p> <p>GC2: ConnAlertingEv L</p> <p>GC2: CallCtlConnAlertingEv L</p> <p>GC2: TermConnRingingEv TL</p> <p>GC2: CallCtlTermConnRingingEv TL</p> <p>GC2: ConnConnectedEv HP2</p> <p>GC2: CallCtlConnEstablishedEv HP2</p><br><p>GC2: CiscoCallChangedEv</p> <p>GC1: ConnCreatedEv L</p> <p>GC1: ConnAlertingEv L</p> <p>GC1: CallCtlConnAlertingEv L</p> <p>GC1: TermConnCreatedEv TL</p> <p>GC1: TermConnRingingEv TL</p> <p>GC1: CallCtlTermConnRingingEv TL</p><br><p>GC2: ConnDisconnectedEv HP2</p> <p>GC2: CallCtlConnDisconnectedEv HP2</p> <p>GC2: TermConnDroppedEv TL</p> <p>GC2: CallCtlTermConnDroppedEv TL</p> <p>GC2: ConnDisconnectedEv L</p> <p>GC2: CallCtlConnDisconnectedEv L</p> <p>GC2: TermConnDroppedEv C</p> <p>GC2: CallCtlTermConnDroppedEv C</p> <p>GC2: ConnDisconnectedEv C</p> <p>GC2: CallCtlConnDisconnectedEv C</p> <p>GC1: ConnDisconnectedEv HP1</p> <p>GC1: CallCtlConnDisconnectedEv HP1</p> <p>GC2: CallInvalidEv</p> <p>GC1: CiscoHuntConnCreatedEv HP2</p> <p>GC2: ConnConnectedEv HP2</p> |



| Scenario           | Result                                                                                                                                                                                                                                                       |
|--------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                    | GC2: CallCtlConnEstablishedEv HP2                                                                                                                                                                                                                            |
| L answers the call | GC1: TermConnDroppedEv C<br>GC1: CallCtlTermConnDroppedEv C<br>GC1: ConnDisconnectedEv C<br>GC1: CallCtlConnDisconnectedEv C<br><br>GC1: ConnConnectedEv L<br>GC1: CallCtlConnEstablishedEv L<br>GC1: TermConnActiveEv L<br>GC1: CallCtlTermConnTalkingEv TL |

The following call scenarios are generally un-supported and applications are encouraged to enable the huntlist feature and adapt to the event flows described above.

Following are the expected events when the feature is **disabled**.

**Scenario 23**

Hunt list feature is disabled.

Basic call to hunt pilot



| Scenario                                                                                                                                                                                                                                                                                                                             | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A (1000) calls B(1001), consult to Hunt Pilot P (2000), call is offered at C (3001) and is answered. B completes the transfer. Application is observing A and B.</p> <p>GC1 is the GCID of the final call.</p> <p>GC2 is the consult call</p> <p>B answers the call</p> <p>B consults to Hunt pilot</p> <p>C answers the call</p> | <p>GC1:CallActiveEv</p> <p>GC1:ConnCreatedEv A</p> <p>GC1:ConnConnectedEv A</p> <p>GC1:CallCtlConnInitiatedEv A</p> <p>GC1:TermConnCreatedEv TermA</p> <p>GC1:TermConnActiveEv TermA</p> <p>GC1:CallCtlTermConnTalkingEv TermA</p><br><p>GC1: CallCtlConnEstablishedEv A</p><br><p>GC1: ConnCreatedEv B</p> <p>GC1: ConnOfferedEv B</p> <p>...</p> <p>GC1: TermConnRingingEv TermB</p> <p>GC1: TermConnTalkingEv TermB</p><br><p>GC1: CallCtlTermConnHeldEv TermB</p><br><p>GC2: CiscoConsultCallActiveEv</p> <p>GC2: ConnCreatedEv B</p> <p>.....</p> <p>GC2: CallCtlTermConnTalkingEv TermB</p><br><p>GC2: ConnCreatedEv P</p> <p>..</p> <p>..</p> <p>GC2: ConnAlertingEv P</p><br><p>GC2: CallCtlConnEstablishedEv P</p> |

| Scenario              | Result                                                                                                                                                                                                                                                                                                                                           |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transfer is completed | CiscoTransferStartEv final call –GC1, consult call = GC2<br>GC1: ConnCreatedEv P<br>CiscoCallChangedEv GC2 = >GC1<br><br>GC2: ConnDisconnectedEv P<br>GC2: ConnDisconntedEv B<br>GC2: CallCtlConnDisconnectedEv B<br>...<br>....<br><br>GC2: CallInvalidEv<br>GC1: CallCtlConnEstablishedEv P<br>GC1: ConnDisconnectedEv B<br>CiscoTransferEndEv |

**Scenario 25**

Hunt list feature is disabled

Consult – Transfer Scenario

| Scenario                                                                                                                                                            | Result                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| A (1000) calls B(1001), consult to Hunt Pilot P (2000), call is offered at C (3001) and is answered. B completes the transfer. Application is observing A, B and C. | UnSupported Configuration |

## Hunt List Connected Number

Hunt pilot B configured with "Display Line Group Member DN as Connected Party" enabled. B has HL1 as its hunt list which has C and D as its hunt members

| Scenario                                                                        | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls B, Application is observing A only. GC1 is the GCID of the call.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     GC1:ConnConnectedEv A<br/>                     GC1:CallCtlConnInitiatedEv A<br/>                     GC1:TermConnCreatedEv TermA<br/>                     GC1:TermConnActiveEv TermA<br/>                     GC1:CallCtlTermConnTalkingEv TermA<br/>                     GC1:CallCtlConnDialingEv A<br/>                     GC1:CallCtlConnEstablishedEv A</p> <p>GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnInProgressEv B<br/>                     GC1: CallCtlConnOfferedEv B<br/>                     GC1: ConnAlertingEv B<br/>                     GC1: CallCtlConnAlertingEv B</p> | <p>Call.getCurrentCallingAddress = A<br/>                     Call.getModifiedCallingAddress = A<br/>                     Call.getCurrentCalledAddress = null<br/>                     Call.getModifiedCalledAddress = null</p> <p>Call.getCurrentCallingAddress = A<br/>                     Call.getModifiedCalledAddress = A<br/>                     Call.getCurrentCalledAddress = B<br/>                     Call.getModifiedCalledAddress = B</p> <p>Call.getCurrentCallingAddress = A<br/>                     Call.getModifiedCalledAddress = A<br/>                     Call.getCurrentCalledAddress = B<br/>                     Call.getModifiedCalledAddress = C</p> |
| <p>Call is offered on the huntmember C and C answers</p>                        | <p>GC1: ConnCreatedEv C<br/>                     GC1: ConnConnectedEv C<br/>                     GC1: CallCtlConnEstablishedEv C<br/>                     GC1: ConnConnectedEv B<br/>                     GC1: CallCtlConnEstablishedEv B</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Scenario                                                                                                    | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call info                                                                                                                                                                                                                |
|-------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls Hunt Pilot B, call is offered at C. Application is observing C. GC1 is the GCID of the call.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv C<br/>                     GC1: ConnInProgressEv C<br/>                     GC1: CallCtlConnOfferedEv C<br/>                     GC1: ConnCreatedEv A<br/>                     GC1: CiscoHuntConnCreatedEv B<br/>                     GC1: ConnConnectedEv A<br/>                     GC1: CallCtlConnEstablishedEv A<br/>                     GC1: ConnConnectedEv B<br/>                     GC1: CallCtlConnEstablishedEv B<br/> <br/>                     GC1: CallCtlConnAlertingEv C<br/>                     GC1:TermConnCreatedEv TermC<br/>                     GC1: TermConnRinginEv TermC<br/>                     GC1: CallCtlTermConnRinginEvTermC:</p> | <p>Call.getCurrentCallingAddress = A<br/>                     Call.getModifiedCalledAddress = A<br/>                     Call.getCurrentCalledAddress = B<br/>                     Call.getModifiedCalledAddress = B</p> |
| <p>C answers the call</p>                                                                                   | <p>GC1: ConnConnectedEv C<br/>                     GC1: CallCtlConnEstablishedEv C<br/>                     GC1: TermConnActiveEv TermC<br/>                     CG1: CallCtlTermConnTalkingEv termC</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>Call.getCurrentCallingAddress = A<br/>                     Call.getModifiedCalledAddress = A<br/>                     Call.getCurrentCalledAddress = B<br/>                     Call.getModifiedCalledAddress = C</p> |

| Scenario                                                                                                                                        | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call info                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls Hunt Pilot B, call is offered at C<br/>Application is observing A and C. GC1 is the GCID of the call.</p> <p>C answers the call.</p> | <p>GC1: CallActiveEv<br/>GC1: ConnCreatedEv A<br/>...<br/>GC1: CallCtlTermConnTalkingEv A</p> <p>GC1: ConnCreatedEv C<br/>GC1: ConnInProgressEv C<br/>GC1: CallCtlConnOfferedEv C</p> <p>GC1: CiscoHuntConnCreatedEv B<br/>GC1: ConnInProgressEv B<br/>GC1: CallCtlConnOfferedEv B<br/>GC1: ConnAlertingEv B<br/>GC1: CallCtlConnAlertingEv B</p> <p>GC1: ConnAlertingEv C<br/>GC1: CallCtlConnAlertingEv C<br/>GC1:TermConnCreatedEv TermC<br/>GC1: TermConnRingingEv TermC<br/>GC1: CallCtlTermConnRingingEvTermC</p> <p>GC1:CallCtlTermConnTalkingEv TermC</p> | <p>Call.getCurrentCallingAddress = A<br/>Call.getModifiedCalledAddress = A<br/>Call.getCurrentCalledAddress = B<br/>Call.getModifiedCalledAddress = C</p> |





| Scenario | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call info |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|          | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>...</p> <p>GC1: CallCtlTermConnTalkingEv A</p><br><p>GC1: ConnCreatedEv C</p> <p>GC1: ConnInProgressEv C</p> <p>GC1: CallCtlConnOfferedEv C</p><br><p>GC1: CiscoHuntConnCreatedEv B</p> <p>GC1: ConnInProgressEv B</p> <p>GC1: CallCtlConnOfferedEv B</p> <p>GC1: ConnAlertingEv B</p> <p>GC1: CallCtlConnAlertingEv B</p><br><p>GC1: ConnAlertingEv C</p> <p>GC1: CallCtlConnAlertingEv C</p> <p>GC1:TermConnCreatedEv TermC</p> <p>GC1: TermConnRinginEv TermC</p> <p>GC1: CallCtlTermConnRinginEvTermC</p><br><p>GC1: ConnCreatedEv D</p> <p>GC1: ConnAlertingEv D</p> <p>GC1: ConnDisConnEv C</p> <p>GC1: CallCtlConnDiscConnEv C</p> <p>GC1:TermConnDroppedEv TermC</p> <p>GC1: CallCtlTermConnDroppedEv TermC</p><br><p>GC1: ConnConnectedEv D</p> <p>GC1: CallCtlConnEstablishedEv D</p> <p>GC1: TermConnActiveEv TermD</p> <p>CG1: CallCtlTermConnTalkingEv termD</p> |           |

| Scenario                                                                                                                                                                                      | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call info                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls Hunt Pilot B, call is offered at C<br/>Application is observing A, C and D. GC1 is the GCID of the call.</p> <p>C answers the call.</p> <p>C consults D and completes transfer</p> | <p>GC1: CallActiveEv<br/>GC1: ConnCreatedEv A<br/>...<br/>GC1: CallCtlTermConnTalkingEv A</p> <p>GC1: ConnCreatedEv C<br/>GC1: ConnInProgressEv C<br/>GC1: CallCtlConnOfferedEv C</p> <p>GC1: CiscoHuntConnCreatedEv B<br/>GC1: ConnInProgressEv B<br/>GC1: CallCtlConnOfferedEv B<br/>GC1: ConnAlertingEv B<br/>GC1: CallCtlConnAlertingEv B</p> <p>GC1: ConnAlertingEv C<br/>GC1: CallCtlConnAlertingEv C<br/>GC1:TermConnCreatedEv TermC<br/>GC1: TermConnRingingEv TermC<br/>GC1: CallCtlTermConnRingingEvTermC<br/>GC1:CallCtlTermConnTalkingEv TermC</p> <p>GC2: CallActiveEv<br/>GC2: ConnCreatedEv C<br/>...<br/>GC2: CallCtlTermConnTalkingEv A</p> | <p>Call.getCurrentCallingAddress = A<br/>Call.getModifiedCalledAddress = A<br/>Call.getCurrentCalledAddress = B<br/>Call.getModifiedCalledAddress = C</p> |

| Scenario | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info                                                                                                                                                                                                                                                                                                                  |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|          | GC2: ConnCreatedEv D<br>GC2: ConnInProgressEv D<br>GC2: CallCtlConnOfferedEv D<br>...<br>GC2: ConnAlertingEv D<br>GC2: CallCtlConnAlertingEv D<br>GC2:TermConnCreatedEv TermD<br>GC2: TermConnRingingEv TermD<br>GC2:CallCtlTermConnRingingEvTermD<br>GC2:CallCtlTermConnTalkingEv TermD<br><br>CiscoTransferStartEv<br><br>GC1 ConnCreatedEv D<br>GC1: CallCtlConnEstablishedEv D<br>GC1:CallCtlTermConnTalkingEv TermD<br>...<br>...<br><br>GC1 ConnDroppedEv C<br>GC1 ConnDroppedEv B<br>...<br>GC2 CallInvalidEv<br>CiscoTransferEndEv | <br><br><br><br>Call.getCurrentCallingAddress = C<br>Call.getModifiedCalledAddress = C<br>Call.getCurrentCalledAddress = D<br>Call.getModifiedCalledAddress = D<br><br><br>Call.getCurrentCallingAddress = A<br>Call.getModifiedCalledAddress = A<br>Call.getCurrentCalledAddress = D<br>Call.getModifiedCalledAddress = D |

| Scenario                                                    | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info                                                                                                                                                          |
|-------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls D.</p> <p>D calls HP B, call is offered on C</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv A</p> <p>...</p> <p>GC1: CallCtlTermConnTalkingEv A</p> <p>GC1: ConnCreatedEv D</p> <p>GC1: ConnInProgressEv D</p> <p>GC1: CallCtlConnOfferedEv D</p> <p>GC1: ConnAlertingEv D</p> <p>GC1: CallCtlConnAlertingEv D</p> <p>GC1:TermConnCreatedEv TermD</p> <p>GC1: TermConnRingingEv TermD</p> <p>GC1: CallCtlTermConnRingingEvTermD</p> <p>GC1 CallCtlConnEstablishedEv D</p> <p>GC1:CallCtlTermConnTalkingEv TermD</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv D</p> <p>...</p> <p>GC2: CallCtlTermConnTalkingEv D</p> <p>GC2: ConnCreatedEv C</p> <p>GC2: ConnInProgressEv C</p> <p>GC2: CallCtlConnOfferedEv C</p> <p>GC2: ConnCreatedEv D</p> <p>GC2: CiscoHuntConnCreatedEv B</p> <p>GC2: ConnConnectedEv D</p> <p>GC2: CallCtlConnEstablishedEv A</p> <p>GC2: ConnConnectedEv B</p> <p>GC2: CallCtlConnEstablishedEv B</p> | <p>Call.getCurrentCallingAddress = A</p> <p>Call.getModifiedCalledAddress = A</p> <p>Call.getCurrentCalledAddress = D</p> <p>Call.getModifiedCalledAddress = D</p> |

| Scenario             | Expected results | Call info                                                                                                                                        |
|----------------------|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
|                      |                  | Call.getCurrentCallingAddress = D<br>Call.getModifiedCalledAddress = B<br>Call.getCurrentCallingAddress = D<br>Call.getModifiedCalledAddress = B |
| C answers the call   |                  | Call.getCurrentCallingAddress = D<br>Call.getModifiedCalledAddress = B<br>Call.getCurrentCallingAddress = D<br>Call.getModifiedCalledAddress = C |
| D completes transfer |                  | Call.getCurrentCallingAddress = A<br>Call.getModifiedCalledAddress = A<br>Call.getCurrentCalledAddress = B<br>Call.getModifiedCalledAddress = C  |

| Scenario | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|          | <p>GC2: CallCtlConnAlertingEv C</p> <p>GC2:TermConnCreatedEv TermC</p> <p>GC2: TermConnRingingEv TermC</p> <p>GC2: CallCtlTermConnRingingEvTermC:</p><br><p>GC2 CallCtlConnEstablishedEv C</p> <p>GC2 CallCtlTermConnTalkingEv termC</p><br><p>CiscoTransferStartEv</p><br><p>GC1 ConnCreatedEv C</p> <p>GC1 CiscoHuntConnectionCreatedEv B</p> <p>GC1: ConnConnectedEv B</p> <p>GC1: CallCtlConnEstablishedEv B</p><br><p>GC1: CallCtlConnEstablishedEv C</p> <p>GC1:CallCtlTermConnTalkingEv TermD</p> <p>...</p> <p>...</p><br><p>GC1 ConnDroppedEv D</p> <p>...</p> <p>GC2 CallInvalidEv</p> |           |

| Scenario | Expected results   | Call info |
|----------|--------------------|-----------|
|          | CiscoTransferEndEv |           |

## Intercom

Configuration: terminal T1 has intercom line A with TargetDN B, label Bob, Unicode label UBob. Terminal T2 has intercom line B. Application provider has both T1 and T2 in control list.

C, Carol, UCarol is in the same intercom group as A, and B.

D, David, UDavid is not in the same intercom group as A, B and C.

| Action                                                                                                                                                                                                                                                                                                                   | Result                                                                                                                                                           | Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Application opens provider, after provider comes in service, application issues provider.getIntercomAddresses()                                                                                                                                                                                                          | JTAPI returns A and B as array of CiscoIntercomAddress.                                                                                                          | N.A       |
| Application issues CiscoIntercomAddress.getIntercomTargetDN(), CiscoIntercomAddress.getIntercomTargetLabel() and CiscoIntercomAddress.getIntercomUnicodeTargetLabel() request at A.                                                                                                                                      | JTAPI will return B as target DN and Bob and UBob as target label.                                                                                               | N.A       |
| Application issues CiscoIntercomAddress.getDafaultIntercomTargetDN(), CiscoIntercomAddress.getDefaultIntercomTargetLabel() and CiscoIntercomAddress.getDefaultIntercomUnicodeTargetLabel() request at A.                                                                                                                 | JTAPI will return B as target DN and Bob and UBob as target label.                                                                                               | N.A       |
| Application issues CiscoIntercomAddress.setIntercomTarget(C, Carol, UCarol) on intercom address A.<br><br>After successful response, Application issues CiscoIntercomAddress.getIntercomTargetDN(), CiscoIntercomAddress.getIntercomTargetLabel() and CiscoIntercomAddress.getIntercomUnicodeTargetLabel() request at A. | <u>AddressObserver at A:</u><br>CiscoAddrIntercomInfoChangedEv Cause: CAUSE_NORMAL<br><br>JTAPI will return C as target DN and Carol and UCarol as target label. | N.A       |
| Application1 is observing CiscoIntercomAddress A and has AddressObserverAdded to it. Application2 sets intercom target, label to C, Carol, UCarol.                                                                                                                                                                       | <u>App1 : AddressObserver at A:</u><br>CiscoAddrIntercomInfoChangedEv Cause: CAUSE_NORMAL                                                                        | N.A       |
| After above step Application1 issues CiscoIntercomAddress.setIntercomTarget(B, Bob, UBob) on intercom address A.                                                                                                                                                                                                         | Exception will be thrown to application as another application instance has already set the target to C, Carol, UCarol.                                          | N.A       |

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Result                                                                                                                                                                       | Call info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>Intercom target DN and label for intercom address A is set to default, now application issues<br/>CiscoIntercomAddress.setIntercomTarget(D, David, UDavid) on intercom address A.</p>                                                                                                                                                                                                                                                                                                                                    | <p>Exception will be thrown as D, David, UDavid is not in the same intercom group.</p>                                                                                       | N.A       |
| <p>Application has set intercom target DN and label to C, Carol, UCarol for intercom address A. Now CTI Manager goes out of service, JTAPI failover to another CTIManager node. After intercom address A come back in service, JTAPI will restore intercom target DN and label to C, Carol, UCarol respectively.</p> <p>Application issues<br/>CiscoIntercomAddress.getIntercomTargetDN(),<br/>CiscoIntercomAddress.getIntercomTargetLabel() and<br/>CiscoIntercomAddress.getIntercomUnicodeTargetLabel() request at A.</p> | <p><u>AddressObserver at A:</u><br/>CiscoAddrIntercomInfoChangedEv Cause:<br/>CAUSE_NORMAL</p> <p>JTAPI will return C as target DN and Carol and UCarol as target label.</p> | N.A       |
| <p>Application has set intercom target DN and label to C, Carol for intercom address A. Now CTI Manager goes out of service, JTAPI failover to another CTIManager node. After intercom address A come back in service, JTAPI tries to restore intercom target DN, label and UnicodeLabel to C, Carol, UCarol respectively, however due to race condition some other application has already set the target DN, JTAPI get failure response from CTI.</p>                                                                     | <p>AddressObserver at A:<br/>CiscoAddrIntercomInfoRestorationFailedEv Cause:<br/>CAUSE_NORMAL</p>                                                                            | N.A       |
| <p>Application is connected to a CTIManager node, Cisco Unified Communications Manager node goes down, intercom device failover to another Cisco Unified Communications Manager node, after intercom address comes back in service. CTIManager should restore intercom target Dn and label.</p> <p>Application issues<br/>CiscoIntercomAddress.getIntercomTargetDN(),<br/>CiscoIntercomAddress.getIntercomLabel() and<br/>CiscoIntercomAddress.getIntercomUnicodeTargetLabel() request at A.</p>                            | <p><u>AddressObserver at A:</u><br/>CiscoAddrIntercomInfoChangedEv Cause:<br/>CAUSE_NORMAL</p> <p>JTAPI will return C as target DN and Carol and UCarol as target label.</p> | N.A       |



| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Result                                                                                               | Call info  |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|------------|
| <p>Application is connected to a CTIManager node, Cisco Unified Communications Manager node goes down, intercom device failover to another Cisco Unified Communications Manager node, after intercom address comes back in service. CTIManager tries to restore intercom target Dn and label, however due to race condition some other application has already set the target Dn and Label, hence CTI is not able to restore the intercom target DN and label.</p> | <p><u>AddressObserver at A:</u><br/>CiscoAddrIntercomInfoRestorationFailedEv Cause: CAUSE_NORMAL</p> | <p>N.A</p> |

| Action                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------|
| <p>Application is observing intercom addresses A and B. A has target set to B. User initiates intercom call.</p> <p>Intercom call is successful.</p> | <p><u>CallObserver at A and B:</u></p> <p>CallActiveEv GC1 Cause:<br/>CAUSE_NORMALConnCreatedEv A, Cause:<br/>CAUSE_NORMALConnConnectedEv A Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlConnInitiatedEv A Cause: CAUSE_NORMAL<br/>CallCtlCause =<br/>CAUSE_NORMALTermConnCreatedEv A- T1 Cause:<br/>CAUSE_NORMAL TermConnActiveEv A- T1 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv A - T1 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlCause = CAUSE_NORMAL</p> <p>CallCtlConnDialingEv A Cause: CAUSE_NORMAL<br/>CallCtlCause = CAUSE_NORMAL</p> <p>CallCtlConnEstablishedEv A Cause:<br/>CAUSE_NORMAL<br/>CallCtlCause = CAUSE_NORMAL</p> <p>ConnCreatedEv B, Cause: CAUSE_NORMAL<br/>ConnConnectedEv B Cause: CAUSE_NORMAL<br/>CallCtlConnOfferedEv B Cause: CAUSE_NORMAL<br/>CallCtlCause = CAUSE_NORMAL</p> <p>CallCtlConnEstablishedEv B Cause:<br/>CAUSE_NORMAL CallCtlCause=CAUSE_NORMAL</p> <p>TermConnCreatedEv B- T2 Cause: CAUSE_NORMAL<br/>TermConnPassiveEv B – T2 Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnBridgeEv B – T2 Cause:<br/>CAUSE_NORMAL CallCtl Cause =<br/>CAUSE_NORMAL</p> <p>CiscoToneChangedEv – T1 –GC1<br/>CiscoToneChangedEv – T2 –GC1</p> <p>CiscoRTPOutputStartedEv – T1<br/>CiscoRTPInputStartedEv – T2</p> | <p>Cg = A<br/>Cd = B<br/>CurrentCg = A<br/>CurredCd = B<br/>LRP = null</p> |

| Action                                                                                                                                                                                                  | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info                                                                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User at B presses talkback softkey to get connected to intercom initiator.</p>                                                                                                                       | <p><u>CallObserver at A and B:</u><br/>                     TermConnActiveEv B - T2 Cause: CAUSE_NORMAL<br/>                     CallCtlTermConnTalkingEv B – T2 Cause:<br/>                     CAUSE_NORMAL CallCtlCause=CAUSE_NORMAL<br/>                     CiscoRTPOutputStartedEv –<br/>                     T2CiscoRTPInputStartedEv – T1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p>Cg = A<br/>                     Cd = B<br/>                     CurrentCg = A<br/>                     CurredCd = B<br/>                     LRP = null</p> |
| <p>Intercom address A has target defined as B. Application initiates an intercom call by calling interface Address.ConnectIntercom() with dialeddigit as empty.</p> <p>Intercom call is successful.</p> | <p><u>CallObserver at A and B :</u><br/>                     CallActiveEv GC1 Cause: CAUSE_NORMAL<br/>                     ConnCreatedEv A Cause: CAUSE_NORMAL<br/>                     ConnConnectedEv A Cause: CAUSE_NORMAL<br/>                     CallCtlConnInitiatedEv A Cause: CAUSE_NORMAL<br/>                     CallCtlCause = CAUSE_NORMAL<br/>                     TermConnCreatedEv T1 Cause: CAUSE_NORMAL<br/>                     TermConnActiveEv T1 Cause: CAUSE_NORMAL<br/>                     CallCtlTermConnTalkingEv T1 Cause:<br/>                     CAUSE_NORMAL CallCtlCause=CAUSE_NORMAL<br/>                     CallCtlConnDialingEv A Cause: CAUSE_NORMAL<br/>                     CallCtlConnEstablishedEv A Cause:<br/>                     CAUSE_NORMAL CallCtlCause=CAUSE_NORMAL<br/>                     ConnCreatedEv B Cause: CAUSE_NORMAL C<br/>                     ConnConnectedEv B Cause: CAUSE_NORMAL<br/>                     CallCtlConnOfferedEv B Cause: CAUSE_NORMAL<br/>                     CallCtlCause = CAUSE_NORMAL<br/>                     CallCtlConnEstablishedEv B Cause:<br/>                     CAUSE_NORMAL CallCtlCause=CAUSE_NORMAL<br/>                     TermConnCreatedEv B- T2 Cause: CAUSE_NORMAL<br/>                     TermConnPassiveEv B – T2 Cause: CAUSE_NORMAL<br/>                     CallCtlTermConnBridgeEv B – T2 Cause:<br/>                     CAUSE_NORMAL CallCtlCause=CAUSE_NORMAL<br/>                     CiscoToneChangedEv – T1 –GC1<br/>                     CiscoToneChangedEv – T2 –GC1<br/>                     CiscoRTPOutputStartedEv – T1<br/>                     CiscoRTPInputStartedEv – T2</p> | <p>Cg = A<br/>                     Cd = B<br/>                     CurrentCg = A<br/>                     CurredCd = B<br/>                     LRP = null</p> |

| Action                                                                                                                                                                                                                                              | Result                                                                                                                                                                                                                                                    | Call info                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <p>Application initiate TerminalConnection.join() request on TerminalConnection of B to talkback.</p> <p>Request is successful.</p>                                                                                                                 | <p><b>CallObserver at A and B :</b></p> <p>TermConnActiveEv B – T2 Cause: CAUSE_NORMAL<br/> CallCtlTermConnTalkingEv B – T2 Cause:<br/> CAUSE_NORMAL CallCtlCause = CAUSE_NORMAL</p> <p>CiscoRTPOutputStartedEv – T2<br/> CiscoRTPInputStartedEv – T1</p> | <p>Cg = A<br/> Cd = B<br/> CurrentCg = A<br/> CurredCd = B<br/> LRP = null</p> |
| <p>Application tried to put the intercom call on hold at A by issuing TerminalConnection.hold()</p>                                                                                                                                                 | <p>PlatformException will be thrown, intercom call stay connected.</p>                                                                                                                                                                                    | <p>N.A</p>                                                                     |
| <p>Application tried to accept intercom call at intercom target by issuing connection.accept() at connection of B.</p>                                                                                                                              | <p>PlatformException will be thrown, intercom call stay connected.</p>                                                                                                                                                                                    | <p>N.A</p>                                                                     |
| <p>Application tried to reject intercom call at intercom target by issuing connection.reject() at connection of B.</p>                                                                                                                              | <p>Intercom call will be disconnected.</p>                                                                                                                                                                                                                | <p>N.A</p>                                                                     |
| <p>Application tried to redirect intercom call by issuing connection.redirect() at connection of A or B.</p>                                                                                                                                        | <p>PlatformException will be thrown, intercom call stay connected.</p>                                                                                                                                                                                    | <p>N.A</p>                                                                     |
| <p>Application tried to park call by issuing connection.park() at Connection of A or B.</p>                                                                                                                                                         | <p>PlatformException will be thrown, intercom call stay connected.</p>                                                                                                                                                                                    | <p>N.A</p>                                                                     |
| <p>Terminal T1 has intercom address A which has intercom target set to B.</p> <p>Terminal T2 has intercom address B and another address C. C is in call with D, GC1.</p> <p>A initiates intercom call to B, intercom call is auto-answered at B</p> | <p>No event to GC1 call, it will stay in Connected State.</p>                                                                                                                                                                                             | <p>N.A</p>                                                                     |
| <p>Application tries to set forward on intercom address A by issuing CiscoIntercomAddress.setForwarding()</p>                                                                                                                                       | <p>PlatformException will be thrown.</p>                                                                                                                                                                                                                  | <p>N.A</p>                                                                     |
| <p>Application tries to setRingerStatus on intercom address A by issuing CiscoIntercomAddress.setRingerStatus()</p>                                                                                                                                 | <p>PlatformException will be thrown.</p>                                                                                                                                                                                                                  | <p>N.A</p>                                                                     |
| <p>Application tries to setMessageWaiting on intercom address A by issuing CiscoIntercomAddress.setMessageWaiting()</p>                                                                                                                             | <p>PlatformException will be thrown.</p>                                                                                                                                                                                                                  | <p>N.A</p>                                                                     |
| <p>Application tries to setAutoAcceptEnabled on intercom address A at CTIPort by issuing CiscoIntercomAddress.setAutoAcceptStatus()</p>                                                                                                             | <p>PlatformException will be thrown.</p>                                                                                                                                                                                                                  | <p>N.A</p>                                                                     |
| <p>Application tries to getAutoAcceptEnabled on intercom address A at CTIPort by issuing CiscoIntercomAddress.getAutoAcceptStatus()</p>                                                                                                             | <p>PlatformException will be thrown.</p>                                                                                                                                                                                                                  | <p>N.A</p>                                                                     |

**DeviceState Whisper Scenario**

Configuration: Terminal T1 has intercom address B, Terminal T2 has intercom address A. Application has set CiscoTermEvFilter to enable CiscoTermDeviceStateWhisperEv as well as all other DeviceState filters on T1 and T2. Application had added Terminal observer on both T1 and T2.

| Action                                                                                                                                                       | Events                                                                                                                                                                                                                 | Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Intercom address A has target defined as B. Application initiates an intercom call by calling interface Address.ConnectIntercom() with dialeddigit as empty. | Event received at TerminalObserver of T1<br><br>CiscoTermDeviceStateActiveEv T1 Cause: CAUSE_NORMAL<br><br><u>Event received at TerminalObserver of T2</u><br><br>CiscoTermDeviceStateWhisperEv T1 Cause: CAUSE_NORMAL | N.A       |
| Application issue join() request on TerminalConnection of T2 (intercomTarget) to talkback to T1(intecomInitiator)                                            | Event received at TerminalObserver of T1<br><br>None.<br><br><u>Event received at TerminalObserver of T2</u><br><br>CiscoTermDeviceStateActiveEv T1 Cause: CAUSE_NORMAL                                                | N.A       |
| Terminal T2 already have intercom target call, Application enables CiscoTermFilter for CiscoTermDeviceStateWhisperEv.                                        | <b>Event received at TerminalObserver of T2</b><br><br>CiscoTermDeviceStateWhisperEv T1 Cause: CAUSE_SNAPSHOT                                                                                                          | N.A       |

# iSac Codec

## CiscoMediaTerminal Static Registration with iSac Codec

| Actions                                                                                                                                          | Events                                                               | Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------|-----------|
| <p>1. Observe both A(CiscoMediaTerminal) and B</p> <p>Static Register A with media capability as CiscoMediaCapability. ISAC</p> <p>A calls B</p> | <p>CiscoTermInServiceEv for TA</p> <p>CiscoAddrInServiceEv for A</p> |           |

| Actions   | Events | Call info |
|-----------|--------|-----------|
| B answers |        |           |

| Actions | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info                                                                                                                                                                                                                                                                                                                   |
|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnInitiatedEv for A</p> <p>GC1: TermConnCreatedEv for TA</p> <p>GC1: TermConnActiveEvent for TA</p> <p>GC1: CallCtlTermConnTalkingEv for TA</p> <p>GC1: CallCtlConnDialingEv for A</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnInProgressEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p> <p>GC1: ConnAlertingEv for B</p> <p>GC1: CallCtlConnAlertingEv for B</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: TermConnRingingEv for TB</p> <p>GC1: CallCtlTermConnRingingEv for TB</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: TermConnActiveEv for TB</p> <p>GC1: CallCtlTermConnTalkingEv for TB</p><br><p>TB: CiscoRTPOutputStartedEv for TB</p> <p>TA: CiscoRTPInputStartedEv for TA</p> | <p>(CiscoRTPInputStartedEv for TA).getRTPInputProperties().getPayloadType() will return CiscoRTPPayload.ISAC</p><br><p>(CiscoRTPInputStartedEv for TA).getRTPInputProperties().getBitRate() is not deterministic</p><br><p>(CiscoRTPInputStartedEv for TA).getRTPInputProperties().getPacketSize() is not deterministic</p> |



| Actions | Events                                                                  | Call info                                                                                                                                                                                                                                                                                                            |
|---------|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         | TA: CiscoRTPOutputStartedEv for TB<br>TB: CiscoRTPInputStartedEv for TA | (CiscoRTPOutputStartedEv for TA).getRTPOutputProperties().getPayloadType() will return CiscoRTPPayload.ISAC<br><br>(CiscoRTPOutputStartedEv for TA).getRTPOutputProperties().getBitRate() is not deterministic<br><br>(CiscoRTPOutputStartedEv for TA).getRTPOutputProperties().getPacketSize() is not deterministic |

**CiscoMediaTerminal Dynamic Registration with iSac Codec**

| Actions                                                                                                                   | Events                                                    | Call info |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------|-----------|
| 1. Observe both A and B (CiscoMediaTerminal)<br><br>Dynamic Register B with media capability as CiscoMediaCapability.ISAC | CiscoTermInServiceEv for TB<br>CiscoAddrInServiceEv for B |           |

| Actions   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info |
|-----------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls B | GC1: CallActiveEv<br>GC1: ConnCreatedEv for A<br>GC1: ConnConnectedEv for B<br>GC1: CallCtlConnInitiatedEv for A<br>GC1: TermConnCreatedEv for TA<br>GC1: TermConnActiveEvent for TA<br>GC1: CallCtlTermConnTalkingEv for TA<br>GC1: CallCtlConnDialingEv for A<br>GC1: CallCtlConnEstablishedEv for B<br>GC1: ConnCreatedEv for B<br>GC1: ConnInProgressEv for B<br>GC1: CallCtlConnOfferedEv for B<br>GC1: ConnAlertingEv for B<br>GC1: CallCtlConnAlertingEv for B<br>GC1: TermConnCreatedEv for TB<br>GC1: TermConnRinginEv for TB<br>GC1: CallCtlTermConnRinginEv for TB |           |



**CiscoRouteTerminal Dynamic Registration with iSac Codec**

| Actions                                                                                                                           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info |
|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>1. Observe both A and B (CiscoRouteTerminal)</p> <p>Dynamic Register B with media capability as CiscoMediaCapability. ISAC</p> | <p>CiscoTermInServiceEv for TB</p> <p>CiscoAddrInServiceEv for B</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |           |
| <p>A calls B</p>                                                                                                                  | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv for A</p> <p>GC1: ConnConnectedEv for B</p> <p>GC1: CallCtlConnInitiatedEv for A</p> <p>GC1: TermConnCreatedEv for TA</p> <p>GC1: TermConnActiveEvent for TA</p> <p>GC1: CallCtlTermConnTalkingEv for TA</p> <p>GC1: CallCtlConnDialingEv for A</p> <p>GC1: CallCtlConnEstablishedEv for B</p> <p>GC1: ConnCreatedEv for B</p> <p>GC1: ConnInProgressEv for B</p> <p>GC1: CallCtlConnOfferedEv for B</p> <p>GC1: ConnAlertingEv for B</p> <p>GC1: CallCtlConnAlertingEv for B</p> <p>GC1: TermConnCreatedEv for TB</p> <p>GC1: TermConnRingingEv for TB</p> <p>GC1: CallCtlTermConnRingingEv for TB</p> |           |

| Actions                         | Events                                                                                                                                                                                                                                                              | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B answers</p>                | <p>GC1: ConnConnectedEv for B<br/>                     GC1: CallCtlConnEstablishedEv for B<br/>                     GC1: TermConnActiveEv for TB<br/>                     GC1: CallCtlTermConnTalkingEv for TB</p> <p>TB: CiscoMediaOpenLogicalChannelEv for TB</p> | <p>CiscoMediaOpenLogicalChannelEv.getPayloadType() will return CiscoRTPPayload.ISAC</p> <p>CiscoMediaOpenLogicalChannelEv.getPacketSize() is not deterministic</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| <p>App sets RTP params on B</p> | <p>TB: CiscoRTPOutputStartedEv for TA<br/>                     TA: CiscoRTPInputStartedEv for TB</p> <p>TA: CiscoRTPOutputStartedEv for TB<br/>                     TB: CiscoRTPInputStartedEv for TA</p>                                                           | <p>(CiscoRTPInputStartedEv for TB).getRTPInputProperties().getPayloadType() will return CiscoRTPPayload.ISAC</p> <p>(CiscoRTPInputStartedEv for TB).getRTPInputProperties().getBitRate() is not deterministic</p> <p>(CiscoRTPInputStartedEv for TB).getRTPInputProperties().getPacketSize() is not deterministic</p> <p>(CiscoRTPOutputStartedEv for TB).getRTPOutputProperties().getPayloadType() will return CiscoRTPPayload.ISAC</p> <p>(CiscoRTPOutputStartedEv for TB).getRTPOutputProperties().getBitRate() is not deterministic</p> <p>(CiscoRTPOutputStartedEv for TB).getRTPOutputProperties().getPacketSize() is not deterministic</p> |

# JTAPI Cisco Unified IP 7931G Phone Interaction

A and C are JTAPI application controllable Addresses. B1 and B2 are Address on Cisco Unified IP 7931G Terminal. Cisco Unified IP 7931G Terminal is configured to do Transfer across Addresses. B1 and B2 has shared Line B1' and B2' respectively configured on JTAPI controllable Terminal.

| Action                                                                                                                                                                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <p>Scenario:1</p> <p>Application is observing A:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses transfer key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C: B2 calls C, C answers - GC2</p> <p>User presses transfer key to complete transfer.</p> | <p>JTAPI Event received to CallObserver at A</p> <p>GC-1 CiscoTransferStartedEv (ControllerAddress = B1, ControllerTerminalConnection = Null, FinalCall = GC1, TransferredCall = null)</p> <p>GC-1 ConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN</p> <p>GC-1 CallCtlConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 CiscoTransferEndEv</p> | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = B1</p> <p>LRP = B1</p> |

| Action                                                                                                                                                                                                                                                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <p>Scenario:2</p> <p>Application is observing A, B1':</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses transfer key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses transfer key to complete transfer</p> | <p>JTAPI Event received to CallObservers at A and B1'</p> <p>GC-1 CiscoTransferStartedEv (ControllerAddress = B1, ControllerTerminalConnection = TC at TB1', FinalCall = GC1, TransferredCall = null)</p> <p>GC1- TermConnDroppedEv for TB1' Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnDroppedEv for TB1' Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 ConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN</p> <p>GC-1 CallCtlConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 CiscoTransferEndEv</p> | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = B1</p> <p>LRP = B1</p> |

| Action                                                                                                                                                                                                                                                                                                 | Events | Call info                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------|
| <p>Scenario:3</p> <p>Application is observing A, B1', B2':</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses transfer key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses transfer key to complete transfer</p> |        | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = B1</p> <p>LRP = B1</p> |



| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>JTAPI Event received to CallObserver at A and B1'</p> <p>GC-1 CiscoTransferStartedEv (ControllerAddress = B1, ControllerTerminalConnection = TC at TB1', FinalCall = GC1, TransferredCall = GC2)</p> <p>GC1- TermConnDroppedEv for TB1' Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnDroppedEv for TB1' Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 ConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN</p> <p>GC-1 CallCtlConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN CallControlCause: CAUSE_TRANSFER</p><br><p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p><br><p>GC2- ConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC2- TermConnDroppedEv for TB2' Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for TB2' Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p><br><p>GC2- ConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> <p>CallControlCause: CAUSE_TRANSFER</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> |           |

| Action | Events                                                                                                                               | Call info |
|--------|--------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | GC-1 CiscoTransferEndEv<br>CallControlCause: CAUSE_TRANSFER<br>GC2- CallInvalidEv Cause: CAUSE_NORMAL<br><br>GC-1 CiscoTransferEndEv |           |

| Action                                                                                                                                                                                                                                                                                                       | Events | Call info                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------|
| <p>Scenario:4</p> <p>Application is observing A, B1', B2' and C:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses transfer key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses transfer key to complete transfer</p> |        | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = B1</p> <p>LRP = B1</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>JTAPI Event received to CallObserver at A, B1', B2' and C</p> <p>GC-1 CiscoTransferStartedEv (ControllerAddress = B1, ControllerTerminalConnection = TC at TB1', FinalCall = GC1, TransferredCall = GC2)</p> <p>GC1- TermConnDroppedEv for TB1' Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnDroppedEv for TB1' Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 ConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN</p> <p>GC-1 CallCtlConnDisconnectedEv for B1 Cause: CAUSE_UNKNOWN CallControlCause: CAUSE_TRANSFER</p> <p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC1- TermConnCreatedEv CT Cause: Other: 31</p> <p>GC1- TermConnActiveEv CT Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnTalkingEv CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC2- CiscoCallChangedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- CiscoCallChangedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- TermConnDroppedEv for TB2' Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for TB2' Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC2- ConnDisconnectedEv for B2 Cause:<br/>CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_TRANSFER</p> <p>GC2- TermConnDroppedEv for CT Cause:<br/>CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for CT Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_TRANSFER</p> <p>GC2- ConnDisconnectedEv for C Cause:<br/>CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for<br/>C Cause: CAUSE_NORMAL CallControlCause:<br/>CAUSE_TRANSFER</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> <p>GC-1 CiscoTransferEndEv</p> |           |

| Action                                                                                                                                                                                                                                                                                       | Events | Call info                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------|
| <p>Scenario:5</p> <p>Application is observing C:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses transfer key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses transfer key to complete transfer</p> |        | <p>Calling = B2</p> <p>Called = C</p> <p>CurrCalling = A</p> <p>CurrCalled = C</p> <p>LRP = B1</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call info |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>JTAPI Event received to CallObserver at C</p> <p>GC1- CallActiveEv for callID = 101 Cause: CAUSE_NEW_CALL</p> <p>GC1- ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- ConnCreatedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC-1CiscoTransferStartEv (ControllerAddress = B1, ControllerTerminalConnection = Null, FinalCall = GC1, TransferredCall = GC2) Cause: CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC1- TermConnCreatedEv CT Cause: Other: 31</p> <p>GC1- TermConnActiveEv CT Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnTalkingEv CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC2- CiscoCallChangedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- ConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- TermConnDroppedEv for CT Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>CallControlCause: CAUSE_TRANSFER</p> <p>GC2- ConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC2-<br/>CallCtlConnDisconnectedEv for C Cause:</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>CAUSE_NORMAL CallControlCause:<br/>CAUSE_TRANSFER</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> <p>GC1- ConnDisconnectedEv for B2 Cause:<br/>CAUSE_NORMAL</p> <p>GC1- CallCtlConnDisconnectedEv for B2 Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_TRANSFER</p> <p>GC1- 1 CiscoTransferEndEv Cause: CAUSE_NORMAL</p> <p>GC1- ConnCreatedEv for A Cause: CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for A Cause:<br/>CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for A Cause:<br/>CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for B2 Cause:<br/>CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for B2 Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_TRANSFER</p> <p>CallControlCause: CAUSE_TRANSFER</p> |           |



| Action                                                                                                                                                                                                                                                                                                         | Events | Call info                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------|
| <p>Scenario:6</p> <p>Application is observing both A and C:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses transfer key on Cisco Unified IP 7931G phone and</p> <p>dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses transfer key to complete transfer</p> |        | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = C</p> <p>LRP = B1</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>JTAPI events at observer of A &amp; C:</p> <p>GC-1 CiscoTransferStartEv (ControllerAddress = B1, ControllerTerminalConnection = Null, FinalCall = GC1, TransferredCall = GC2) Cause: CAUSE_NORMAL</p> <p>GC2- CiscoCallChangedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- ConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC2- TermConnDroppedEv for CT Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC2- ConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> <p>GC1- 1 CiscoTransferEndEv Cause: CAUSE_NORMAL</p> <p>GC1- ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER</p> <p>GC1- TermConnCreatedEv CT Cause: Other: 31</p> <p>GC1- TermConnActiveEv CT Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnTalkingEv CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRANSFER NEW META</p> <p>GC-1 ConnDisconnectedEv for B1 –GC1 Cause: CAUSE_UNKNOWN</p> |           |

| Action                                                                                                                                                                                                                                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                | GC-1 CallCtlConnDisconnectedEv for B1 – GC1 Cause: CAUSE_UNKNOWN CallControlCause: CAUSE_TRANSFER                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                             |
| <p>Scenario:7</p> <p>Application is observing A:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses conference key on Cisco Unified IP 7931G phone and</p> <p>dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses conference key to complete conference</p>      | <p>JTAPI Event received to CallObserver at A</p> <p>GC-1 CiscoConferenceStartedEv (ControllerAddress = B1, ControllerTerminalConnection = Null, FinalCall = GC1, ConsultCall = null)</p> <p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC-1 CiscoConferenceEndEv</p>                                                                                  | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = Conference</p> <p>LRP = B1</p> |
| <p>Scenario:8</p> <p>Application is observing A, B1':</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses conference key on Cisco Unified IP 7931G phone and</p> <p>dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses conference key to complete conference</p> | <p>JTAPI Event received to CallObserver at A</p> <p>GC-1 CiscoConferenceStartedEv (ControllerAddress = B1, ControllerTerminalConnection = TC at TB1', FinalCall = GC1, ConsultCall = null)</p> <p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC1 TermConnPassiveEv TB1'</p> <p>GC1 CallCtlTermConnBridgedEv TB1'</p> <p>GC-1 CiscoConferenceEndEv</p> | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = Conference</p> <p>LRP = B1</p> |

| Action                                                                                                                                                                                                                                                                                                              | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                   |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <p>Scenario:9</p> <p>Application is observing</p> <p>A, B1', B2':</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses conference key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses conference key to complete conference</p> | <p>JTAPI Event received to CallObserver at A, B1' and B2'</p> <p>GC-1 CiscoConferenceStartedEv (ControllerAddress = B1,</p> <p>ControllerTerminalConnection = TC at TB1', FinalCall = GC1, ConsultCall = GC2)</p> <p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC1 TermConnPassiveEv – TB1'</p> <p>GC1 CallCtlTermConnBridgedEv – TB1'</p> <p>GC2- TermConnDroppedEv for TB2' Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for TB2' Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC2- ConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC2- ConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> <p>GC-1 CiscoConferenceEndEv</p> | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = Conference</p> <p>LRP = B1</p> |

| Action                                                                                                                                                                                                                                                                                                               | Events | Call info                                                                                                   |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------|
| <p>Scenario:10</p> <p>Application is observing A, B1', B2', and C:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses conference key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses conference key to complete conference</p> |        | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = Conference</p> <p>LRP = B1</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>JTAPI Event received to CallObserver at A, B1', B2' and C</p> <p>GC-1 CiscoConferenceStartedEv (ControllerAddress = B1, ControllerTerminalConnection = TC at TB1', FinalCall = GC1, ConsultCall = GC2)</p> <p>GC-1 ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC-1 CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC1 TermConnPassiveEv - TB1'</p> <p>GC1 CallCtlTermConnBridgedEv - TB1'</p> <p>GC2- CiscoCallChangedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- TermConnDroppedEv for TB2' Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for TB2' Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC2- ConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC2- TermConnDroppedEv for TC Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for TC Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC2- ConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC2-</p> <p>CallCtlConnDisconnectedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENCE</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> |           |

| Action | Events                    | Call info |
|--------|---------------------------|-----------|
|        | GC-1 CiscoConferenceEndEv |           |

| Action                                                                                                                                                                                                                                                                                               | Events | Call info                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------|
| <p>Scenario:11</p> <p>Application is observing C:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses conference key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses conference key to complete conference.</p> |        | <p>Calling = B2</p> <p>Called = C</p> <p>CurrCalling = A</p> <p>CurrCalled = Conference</p> <p>LRP = B1</p> |



| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>JTAPI Event received to CallObserver at C</p> <p>GC1- CallActiveEv for callID = 101 Cause: CAUSE_NEW_CALL</p> <p>GC1- ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- ConnCreatedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC-1CiscoConferenceStartEv (ControllerAddress = B1, ControllerTerminalConnection = Null, FinalCall = GC1, ConsultCall = GC2) Cause: CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERECE</p> <p>GC1- TermConnCreatedEv CT Cause: Other: 31</p> <p>GC1- TermConnActiveEv CT Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnTalkingEv CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERECE</p> <p>GC1- ConnConnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for B2 Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERECE</p> <p>GC2- CiscoCallChangedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- ConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERECE</p> <p>GC2- TermConnDroppedEv for CT Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERECE</p> <p>GC2- ConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC2- CallCtlConnDisconnectedEv for C Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_CONFERENCE</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> <p>GC1- ConnDisconnectedEv for B2 Cause:<br/>CAUSE_NORMAL</p> <p>GC1- CallCtlConnDisconnectedEv for B2 Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_CONFERENCE</p> <p>GC1- ConnCreatedEv for A Cause: CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for A Cause:<br/>CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for A Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_CONFERENCE</p> <p>GC1- ConnCreatedEv for B1 Cause:<br/>CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for B1 Cause:<br/>CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for B1 Cause:<br/>CAUSE_NORMAL CallControlCause:<br/>CAUSE_CONFERENCE</p> <p>GC1- 1 CiscoConferenceEndEv Cause:<br/>CAUSE_NORMAL</p> |           |

| Action                                                                                                                                                                                                                                                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                   |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| <p>Scenario:12</p> <p>Application is observing both A and C:</p> <p>A calls B1, B1 answers – GC1</p> <p>User presses conference key on Cisco Unified IP 7931G phone and dials C, call initiated from B2 to C:</p> <p>B2 calls C, C answers - GC2</p> <p>User presses conference key to complete conference.</p> | <p>JTAPI events at observer of A &amp; C:</p> <p>GC1-CiscoConferenceStartEv (ControllerAddress = B1, ControllerTerminalConnection = Null, FinalCall = GC1, ConsultCall = GC2) Cause: CAUSE_NORMAL</p> <p>GC2- CiscoCallChangedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- ConnDisconnectedEv for B2 Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for B2 Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENC</p> <p>GC2- TermConnDroppedEv for CT Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlTermConnDroppedEv for CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_TRAN CAUSE_CONFERENC SFER</p> <p>GC2- ConnDisconnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC2- CallCtlConnDisconnectedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENC</p> <p>GC2- CallInvalidEv Cause: CAUSE_NORMAL</p> <p>GC1- ConnCreatedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- ConnConnectedEv for C Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlConnEstablishedEv for C Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENC</p> <p>GC1- TermConnCreatedEv CT Cause: Other: 31</p> <p>GC1- TermConnActiveEv CT Cause: CAUSE_NORMAL</p> <p>GC1- CallCtlTermConnTalkingEv CT Cause: CAUSE_NORMAL CallControlCause: CAUSE_CONFERENC</p> <p>GC1- 1 CiscoConferenceEndEv Cause: CAUSE_NORMAL</p> | <p>Calling = A</p> <p>Called = B1</p> <p>CurrCalling = A</p> <p>CurrCalled = Conference</p> <p>LRP = B1</p> |

# Locale Infrastructure Development Scenarios

## Scenario 1—JTAPI Client Machine Has Connectivity to CallManager TFTP Server

- During install, JTAPI client would prompt user to enter TFTP IP address.
- TFTP-IP Address is stored in JTAPI.ini parameter.
- JTAPI Preferences application is run first time, it will take user to language tab to language selection.
- User can select language for running JTAPI Preference application.
- JTAPI Preference application is run second time, it will present UI in the language that user selected before.

## Scenario 2—JTAPI Client Machine Doesn't Have Connectivity to CallManager TFTP Server

- During install JTAPI Client would prompt user to Enter TFTP-IP Address
- TFTP-IP Address is stored in JTAPI.ini parameter.
- JTAPI Preferences application is run first time, it will take user to language tab to language selection but user will have only English language to select.
- JTAPI Preference application is run second time, it will present UI in the English languages.
- TFTP connectivity is restored. Now JTAPI Preferences UI is run, it will take user to language selection

## Scenario 3—JTAPI Client Machine Has Connectivity to CallManager TFTP Server

- During install JTAPI Client would prompt user to Enter TFTP-IP Address
- TFTP-IP Address is stored in JTAPI.ini parameter.
- JTAPI Preferences application is run first time, it will take user to language tab to language selection.
- User can select language for running JTAPI Preference application.
- JTAPI Preference application is run second time, it will present UI in the language that user selected before.
- Now new locale files are available with added support for a new languages.
- User runs JTAPI Preferences application, JTAPI Preferences application would notify user about available.
- Application restart JTAPI Preferences application, user will be support for new language.

# Calling Party Normalization

## Scenario 1—Incoming Call From a PSTN Number (Local) to JTAPI Observed Terminal

| Action                                                                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call info                                                                                                                                                                                                                                                                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A call is offered from a PSTN Number [55555555] A & the Number type is [Subscriber] through the gateway to a JTAPI Observed Terminal [2222] B. | NEW META EVENT_____META_CALL_STARTING<br>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br>ConnCreatedEv for A Cause:CAUSE_NORMAL<br>ConnConnectedEv for A Cause: CAUSE_NORMAL<br>CallCtiConnInitiatedEv for A Cause: CAUSE_NORMAL<br>TermConnCreatedEv for A Cause: CAUSE_NORMAL<br>TernConnActiveEv for A Cause: CAUSE_NORMAL<br>CallCtiConnDialingEv for A Cause: CAUSE_NORMAL<br>CallCtiConnEstablishedEv for A Cause: CAUSE_NORMAL<br>ConnCreatedEv for B cause: CAUSE_NORMAL<br>ConnInProgressEv for B Cause: CAUSE_NORMAL<br>CallCtiConnOfferedEv for B Cause: CAUSE_NORMAL<br>ConnAlertingEv for B Cause CAUSE_NORMAL<br>CallCtiConnAlertingEv for B Cause: CAUSE_NORMAL<br>TermConnCreatedEv for B Cause: CAUSE_NORMAL<br>TermConnRingingEv for B Cause: CAUSE_NORMAL<br>CallCtiTermConnTalkingEv Cause: CAUSE_NORMAL | Calling: A (55555555)<br>Called: B (2222)<br>getModifiedCallingAddress (): A (55555555)<br>getModifiedCalledAddress (): B (2222.)<br>getCurrentCalledAddress(): B (2222)<br>getCurrentCalledPartyInfo(): B (2222)<br>getGlobalizedCallingParty: A +140855555555<br>getCurrentCallingPartyInfo NumberType().<br>getNumberType() would return: Subscriber |

**Scenario Two—Incoming Call From a National PSTN Number to JTAPI Observed Terminal**

| Action                                                                                                                                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>A call is offered from a Dallas PSTN Number [55555555] A &amp; the Number type is [National] through a gateway to a JTAPI Observed Terminal [2222] B.</p> | <p>NEW META EVENT _____ META_CALL_STARTING<br/>           CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br/>           ConnCreatedEv for A Cause: CAUSE_NORMAL<br/>           ConnConnectedEv for A Cause: CAUSE_NORMAL<br/>           CallCtlConnInitiatedEv for A Cause: CAUSE_NORMAL<br/>           TermConnCreatedEv for A Cause: CAUSE_NORMAL<br/>           TernConnActiveEv for A Cause: CAUSE_NORMAL<br/>           CallCtlConnDialingEv for A Cause: CAUSE_NORMAL<br/>           CallCtlConnEstablishedEv for A Cause: CAUSE_NORMAL<br/>           ConnCreatedEv for B cause: CAUSE_NORMAL<br/>           ConnInProgressEv for B Cause: CAUSE_NORMAL<br/>           CallCtlConnOfferedEv for B Cause: CAUSE_NORMAL<br/>           ConnAlertingEv for B Cause: CAUSE_NORMAL<br/>           CallCtlConnAlertingEv for B Cause: CAUSE_NORMAL<br/>           TermConnCreatedEv for B Cause: CAUSE_NORMAL<br/>           TermConnRingingEv for B Cause: CAUSE_NORMAL<br/>           CallCtlTermConnTalkingEv Cause: CAUSE_NORMAL</p> | <p>Calling: A (9725555555)<br/>           Called: B (2222)<br/>           getModifiedCallingAddress ():<br/>           9725555555<br/>           getModifiedCalledAddress (): 2222<br/>           getCurrentCalledAddress(): 2222<br/>           getCurrentCalledPartyInfo(): 2222<br/>           getGlobalizedCallingParty ():<br/>           +197255555555<br/>           getCurrentCallingPartyInfo NumberType().<br/>           getNumberType() would return: National</p> |

**Scenario Three—Incoming Call From Inter-National PSTN Number to JTAPI Observed Terminal**

| Action                                                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| <p>A Call is offered from India PSTN Number [918028520261] &amp; the Number type is [Inter-national] through a San Jose Gateway to a JTAPI observed Terminal [2222]</p> | <p>NEW META EVENT _____ META_CALL_STARTING<br/>                     CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br/>                     ConnCreatedEv for A Cause: CAUSE_NORMAL<br/>                     ConnConnectedEv for A Cause: CAUSE_NORMAL<br/>                     CallCtConnInitiatedEv for A Cause: CAUSE_NORMAL<br/>                     TermConnCreatedEv for A Cause: CAUSE_NORMAL<br/>                     TernConnActiveEv for A Cause: CAUSE_NORMAL<br/>                     CallCtConnDialingEv for A Cause: CAUSE_NORMAL<br/>                     CallCtConnEstablishedEv for A Cause: CAUSE_NORMAL<br/>                     ConnCreatedEv for B cause: CAUSE_NORMAL<br/>                     ConnInProgressEv for B Cause: CAUSE_NORMAL<br/>                     CallCtConnOfferedEv for B Cause: CAUSE_NORMAL<br/>                     ConnAlertingEv for B Cause: CAUSE_NORMAL<br/>                     CallCtConnAlertingEv for B Cause: CAUSE_NORMAL<br/>                     TermConnCreatedEv for B Cause: CAUSE_NORMAL<br/>                     TermConnRingingEv for B Cause: CAUSE_NORMAL<br/>                     CallCtTermConnTalkingEv Cause: CAUSE_NORMAL</p> | <p>Calling: A (918028520261)<br/>                     Called: B (2222)<br/>                     getModifiedCallingAddress ():<br/>                     918028520261<br/>                     getModifiedCalledAddress (): 2222<br/>                     getCurrentCalledAddress(): 2222<br/>                     getCurrentCalledPartyInfo(): 2222<br/>                     getGlobalizedCallingParty ():<br/>                     +918028520261<br/>                     getCurrentCallingPartyInfo NumberType().<br/>                     getNumberType() would return:<br/>                     Inter-National</p> |

**Scenario Four—Outgoing Call From JTAPI Observed Terminal to PSTN Number [SUBSCRIBER]**

| Action                                                                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>A call is initiated from a JTAPI Observed Terminal 2222 through a San Jose gateway to a PSTN number [44444444] and the Number type is [SUBSCRIBER]</p> | <p>NEW META EVENT _____ META_CALL_STARTING<br/>           CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br/>           ConnCreatedEv for A Cause: CAUSE_NORMAL<br/>           ConnConnectedEv for A Cause: CAUSE_NORMAL<br/>           CallCtlConnInitiatedEv for A Cause: CAUSE_NORMAL<br/>           TermConnCreatedEv for A Cause: CAUSE_NORMAL<br/>           TernConnActiveEv for A Cause: CAUSE_NORMAL<br/>           CallCtlConnDialingEv for A Cause: CAUSE_NORMAL<br/>           CallCtlConnEstablishedEv for A Cause: CAUSE_NORMAL<br/>           ConnCreatedEv for B cause: CAUSE_NORMAL<br/>           ConnInProgressEv for B Cause: CAUSE_NORMAL<br/>           CallCtlConnOfferedEv for B Cause: CAUSE_NORMAL<br/>           ConnAlertingEv for B Cause: CAUSE_NORMAL<br/>           CallCtlConnAlertingEv for B Cause: CAUSE_NORMAL<br/>           TermConnCreatedEv for B Cause: CAUSE_NORMAL<br/>           TermConnRingingEv for B Cause: CAUSE_NORMAL<br/>           CallCtlTermConnTalkingEv Cause: CAUSE_NORMAL</p> | <p>Calling: A (2222)<br/>           Called: B (44444444)<br/>           getModifiedCallingAddress (): 2222<br/>           getModifiedCalledAddress (): 44444444<br/>           getCurrentCalledAddress(): 44444444<br/>           getCurrentCalledPartyInfo(): 44444444<br/>           getGlobalizedCallingParty (): 2222<br/>           getCurrentCallingPartyInfo NumberType (). getNumberType () would return: Unknown.</p> |



**Scenario Five—Outgoing Call From JTAPI Observed Terminal to National PSTN Number**

| Action                                                                                                                                                             | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>A call is initiated from a JTAPI Observed Terminal 2222 through a San Jose gateway to a Dallas PSTN number [9724444444] &amp; the Number type is [NATIONAL]</p> | <p>NEW META EVENT _____ META_CALL_STARTING<br/>                     CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br/>                     ConnCreatedEv for A Cause: CAUSE_NORMAL<br/>                     ConnConnectedEv for A Cause: CAUSE_NORMAL<br/>                     CallCtConnInitiatedEv for A Cause: CAUSE_NORMAL<br/>                     TermConnCreatedEv for A Cause: CAUSE_NORMAL<br/>                     TernConnActiveEv for A Cause: CAUSE_NORMAL<br/>                     CallCtConnDialingEv for A Cause: CAUSE_NORMAL<br/>                     CallCtConnEstablishedEv for A Cause: CAUSE_NORMAL<br/>                     ConnCreatedEv for B cause: CAUSE_NORMAL<br/>                     ConnInProgressEv for B Cause: CAUSE_NORMAL<br/>                     CallCtConnOfferedEv for B Cause: CAUSE_NORMAL<br/>                     ConnAlertingEv for B Cause: CAUSE_NORMAL<br/>                     CallCtConnAlertingEv for B Cause: CAUSE_NORMAL<br/>                     TermConnCreatedEv for B Cause: CAUSE_NORMAL<br/>                     TermConnRingingEv for B Cause: CAUSE_NORMAL<br/>                     CallCtTermConnTalkingEv Cause: CAUSE_NORMAL</p> | <p>Calling: A (2222)<br/>                     Called: B (9724444444)<br/>                     getModifiedCallingAddress (): 2222<br/>                     getModifiedCalledAddress (): 9724444444<br/>                     getCurrentCalledAddress(): 9724444444<br/>                     getCurrentCalledPartyInfo(): 9724444444<br/>                     getGlobalizedCallingParty (): 2222<br/>                     getCurrentCallingPartyInfo NumberType().<br/>                     getNumberType() would return: Unknown.</p> |

**Scenario Six—Outgoing Call From JTAPI Observed Terminal to International PSTN Number**

| Action                                                                                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A call is initiated from a JTAPI Observed Terminal 2222 through a San Jose gateway to India PSTN number [918028520261] & the Number type is [INTERNATIONAL] | NEW META EVENT_____META_CALL_STARTING<br>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br>ConnCreatedEv for A Cause: CAUSE_NORMAL<br>ConnConnectedEv for A Cause: CAUSE_NORMAL<br>CallCtlConnInitiatedEv for A Cause: CAUSE_NORMAL<br>TermConnCreatedEv for A Cause: CAUSE_NORMAL<br>TernConnActiveEv for A Cause: CAUSE_NORMAL<br>CallCtlConnDialingEv for A Cause: CAUSE_NORMAL<br>CallCtlConnEstablishedEv for A Cause: CAUSE_NORMAL<br>ConnCreatedEv for B cause: CAUSE_NORMAL<br>ConnInProgressEv for B Cause: CAUSE_NORMAL<br>CallCtlConnOfferedEv for B Cause: CAUSE_NORMAL<br>ConnAlertingEv for B Cause: CAUSE_NORMAL<br>CallCtlConnAlertingEv for B Cause: CAUSE_NORMAL<br>TermConnCreatedEv for B Cause: CAUSE_NORMAL<br>TermConnRingingEv for B Cause: CAUSE_NORMAL<br>CallCtlTermConnTalkingEv Cause: CAUSE_NORMAL | Calling: A (2222)<br>Called: B (918028520261)<br>getModifiedCallingAddress (): 2222<br>getModifiedCalledAddress (): 918028520261<br>getCurrentCalledAddress():918028520261<br>getCurrentCalledPartyInfo(): 918028520261<br>getGlobalizedCallingParty (): 2222<br>getCurrentCallingPartyInfo NumberType(). getNumberType() would return: Unknown. |

**Scenario Seven—Incoming Call From PSTN Redirected to Another PSTN by JTAPI Observed Terminal**

| Action                                                    | Events                                | Call info                             |
|-----------------------------------------------------------|---------------------------------------|---------------------------------------|
| A call is offered from PSTN [55555555] through a San Jose | NEW META EVENT_____META_CALL_STARTING | Calling: A (55555555)Called: B (2222) |

| Action                                                                                                                                                                                                           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Gateway to a JTAPI observed terminal [2222] which redirects the call to another San Jose PSTN [44444444].</p> <p>In CallState [Idle] the fwdDestination Address (Redirect Address) should be a minus (-).</p> | <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>ConnCreatedEv for A Cause: CAUSE_NORMAL</p> <p>ConnConnectedEv for A Cause: CAUSE_NORMAL</p> <p>CallCtlConnInitiatedEv for A Cause: CAUSE_NORMAL</p> <p>TermConnCreatedEv for A Cause: CAUSE_NORMAL</p> <p>TernConnActiveEv for A Cause: CAUSE_NORMAL</p> <p>CallCtlConnDialingEv for A Cause: CAUSE_NORMAL</p> <p>CallCtlConnEstablishedEv for A Cause: CAUSE_NORMAL</p> <p>ConnCreatedEv for B cause: CAUSE_NORMAL</p> <p>ConnInProgressEv for B Cause: CAUSE_NORMAL</p> <p>CallCtlConnOfferedEv for B Cause: CAUSE_NORMAL</p> <p>ConnAlertingEv for B Cause: CAUSE_NORMAL</p> <p>CallCtlConnAlertingEv for B Cause: CAUSE_NORMAL</p> <p>TermConnCreatedEv for B Cause: CAUSE_NORMAL</p> <p>TermConnRingingEv for B Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv Cause: CAUSE_NORMAL</p> <p>CallRedirectReq Redirect Address = C CallRedirectRes</p> <p>ConnCreatedEv at C Cause: CAUSE_REDIRECTED</p> <p>ConnInProgress Calling party:A, Called Party: C, LRP: B</p> <p>CallRedirectRes CallStateChangedEv (IDLE) Reason: REDIRECT</p> | <p>getModifiedCallingAddress (): 55555555</p> <p>getModifiedCalledAddress (): 2222</p> <p>getCurrentCalledAddress(): 2222</p> <p>getCurrentCalledPartyInfo(): 2222</p> <p>getGlobalizedCallingParty (): +14085555555</p> <p>getCurrentCallingPartyInfo NumberType(). getNumberType() would return: SUBSCRIBER</p> <p>destinationAddress: 44444444.</p> <p>getCurrentCallingPartyInfo NumberType(). getNumberType() would return: Unknowns</p> |

**Scenario Eight—Incoming Call From PSTN Number (Local) to JTAPI Observed Terminal Who Transfers to Another JTAPI Observed Terminal**

| Action                                                                                                                                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A call is offered from a PSTN Number [55555555] A & the Number type is [Subscriber] through a San Jose gateway to a JTAPI observed Terminal [1111] X which transfers the call to another JTAPI Observed Terminal [2222] B | After Transfer:<br>GC1:<br>CiscoTransferStartEv<br>ConnCreatedEv for B<br>ConnConnectedEv for B<br>CallCtlConnEstablishedEv for B<br>TermConnDroppedEv for X<br>ConnDisconnectedEv for X<br>CallCtlConnDisconnectedEv for X<br>CiscoTransferStartEv<br>GC2:<br>CiscoTransferStartEv<br>TermConnDroppedEv for X<br>ConnDisconnectedEv for X<br>CallCtlConnDisconnectedEv for X<br>CiscoTransferStartEv | After Transfer:<br>Calling: A (55555555)<br>Called: B (2222)<br>getModifiedCallingAddress(): A (+140855555555)<br>getModifiedCalledAddress(): B (2222.)<br>getCurrentCalledAddress(): B (2222)<br>getCurrentCalledPartyInfo(): B (2222)<br>getGlobalizedCallingParty: A +140855555555<br>getCurrentCallingPartyInfo NumberType(). getNumberType() would return: Subscriber |

**Click to Conference**

A, B, C and D are addresses and TermA, TermB, TermC and TermD are corresponding terminals.

| Action                                                                                                                                                   | Events                                                                                                                                                                                                                                                    | Call info                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| A and B are in a call GC1 created using click-to-call. User adds C to the conference call. GC2 is the initial call at C. Application is observing only C | GC2: CallActiveEv Cause: CAUSE_NEW_CALL<br>CiscoFeatureReason: REASON_CONFERENCE<br>GC2: ConnCreatedEv C CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL<br>GC2: ConnInProgressEv C CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL | callingAddress = unknown<br>calledAddress = C<br>CurrentCalling = unknown<br>CurrentCalled = C |
|                                                                                                                                                          | GC2: CallCtlConnOfferedEv C CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL                                                                                                                                                                    |                                                                                                |

| Action | Events | Call info |
|--------|--------|-----------|
|        |        |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC2: ConnAlertingEv C CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlConnAlertingEv C CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC2: TermConnCreatedEv TermC</p> <p>GC2: TermConnRingingEv TermC CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlTermConnRingingEv TermC CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p> <p>CiscoCallChangedEv GC2-&gt;GC1 CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: CallActiveEv Cause: CAUSE_NEW_CALL CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnCreatedEv C CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: ConnAlertingEv C GC1 CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnAlertingEv C GC1 CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: TermConnCreatedEv TermC</p> <p>GC1: TermConnRingingEv TermC CiscoCallChangedEv GC2-&gt;GC1 CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC2: TermConnDroppedEv TermC CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlTermConnDroppedEv TermC CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC2: ConnDisconnectedEv C CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC2: CallCtlConnDisconnectedEv C<br/>CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC2: CallInvalidEv CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC1: ConnCreatedEv B CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv B CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv B CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC1: ConnCreatedEv A CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv A CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv A CiscoFeatureReason =<br/>REASON_CLICK_TO_CONFERENCE Cause:<br/>CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv C CiscoFeatureReason =<br/>REASON_NORMALCause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv C CiscoFeatureReason =<br/>REASON_NORMALCause: CAUSE_NORMAL</p> <p>GC1: TermConnTalkingEv TermC CiscoFeatureReason =<br/>REASON_NORMALCause: CAUSE_NORMAL</p> |           |

| Action                                                                                                              | Events | Call info                                                                                                                                                                  |
|---------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A calls B using click-to-call – GC1.<br>A adds C to the call using click-2-conf. Application has call observer on A |        | Calling address: A<br>Called address: B<br>Current calling: A<br>Current called: B<br>Last redirecting party = null<br>After C is conferenced, callinfo is not applicable. |



| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC1: CallActiveEv Cause: CAUSE_NEW_CALL<br/>CiscoFeatureReason: REASON_REFER</p> <p>GC1: ConnCreatedEv A CiscoFeatureReason = REASON_REFER Cause: CAUSE_NORMAL</p> <p>GC1: ConnInProgressEv A CiscoFeatureReason = REASON_REFER Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnOfferedEv A CiscoFeatureReason = REASON_REFER Cause: CAUSE_NORMAL</p> <p>GC1: ConnAlertingEv A CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnAlertingEv A CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: TermConnCreatedEv TermA</p> <p>GC1: TermConnRingingEv TermA CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlTermConnRingingEv TermA<br/>CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: GC1: ConnConnectedEv A CiscoFeatureReason = REASON_NORMAL cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv A CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>TermConnActiveEv TermA CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: TermConnTalkingEv TermA CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: ConnCreatedEv B CiscoFeatureReason = REASON_REFER Cause: CAUSE_NORMAL</p> <p>GC1: ConnInProgressEv B CiscoFeatureReason = REASON_REFER Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnOfferedEv B CiscoFeatureReason = REASON_REFER Cause: CAUSE_NORMAL</p> <p>GC1: ConnAlertingEv B CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnAlertingEv B CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> <p>GC1: GC1: ConnConnectedEv B CiscoFeatureReason = REASON_NORMAL: CAUSE_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv B CiscoFeatureReason = REASON_NORMAL Cause: CAUSE_NORMAL</p> |           |

| Action                                                                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                            | <p>GC1: ConnCreatedEv C CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: ConnAlertingEv C CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnAlertingEv TermC CiscoFeatureReason = REASON_CLICK_TO_CONFERENCE Cause: CAUSE_NORMAL</p>                                                                                                                                                                                                              |                                                                                                                                        |
| <p>A consults with D-GC3. A completes conference. The events received by application remains the same (as that of consult conference).</p> | <p>GC1: TermConnHeldEv TermA</p> <p>GC3: ConsultCallActiveEv</p> <p>GC3: ConnCreatedEv A</p> <p>GC3: ConnCreatedEv D</p> <p>GC3: CallCtlConnAlerting D</p> <p>GC3: ConnConnectedEv D</p> <p>GC3: CallCtlConnEstablishedEv B</p> <p>CiscoConferenceStartEv GC3-&gt;GC1</p> <p>GC3: CallCtlConnDisconnectedEv A</p> <p>GC3: CallCtlConnDisconnectedEv D</p> <p>GC1: ConnCreatedEv D</p> <p>GC1: CallCtlConnEstablishedEv D</p> <p>GC1: TermConnTalkingEv TermA</p> <p>GC3: CallInvalidEv</p> <p>CiscoConferenceEndEvent</p> | <p>For consult call GC3: Calling address: A</p> <p>Called address: D</p> <p>Callinfo not applicable after conference is completed.</p> |
| <p>User drops D using click-2-conf feature</p> <p>User drops C using click-2-conference interface</p>                                      | <p>GC1: ConnDisconnectedEv D CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv D CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: ConnDisconnectedEv C CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p> <p>GC1: CallCtlConnDisconnectedEv C CiscoFeatureReason = REASON_CONFERENCE Cause: CAUSE_NORMAL</p>                                                                                                                             | <p>Calling address: A</p> <p>Called address: B</p>                                                                                     |

| Action                                                                                                                                                                                                                                            | Events                                                                                                                                                                   | Call info                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| <p>Drop all parties a conference.</p> <p>A calls B using click-2-call. User adds C to the conference using click-2-conference.</p> <p>All parties are dropped using click to conference.</p> <p>Application has call observers on A, B and C.</p> | <p>GC1: CallActiveEv Cause: CAUSE_NEW_CALL<br/>CiscoFeatureReason: REASON_REFER</p> <p>GC1: ConnCreatedEv A Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_REFER</p> | <p>Calling address: A</p> <p>Called address: B</p> <p>GC2: Calling address = unknown</p> <p>Called address: C</p> |

| Action | Events | Call info |
|--------|--------|-----------|
|        |        |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC1: ConnInProgressEv A Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_REFER</p> <p>GC1: CallCtlConnOfferedEv A Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_REFER</p> <p>GC1: ConnAlertingEv A Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_REFER</p> <p>GC1: CallCtlConnAlertingEv A Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_REFER</p> <p>GC1: TermConnCreatedEv TermA</p> <p>GC1: TermConnRingingEv TermA Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC1: CallCtlTermConnRingingEv TermA</p> <p>GC1: ConnConnectedEv A Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv A Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC1: TermConnActiveEv TermA Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC1: CallCtlTermConnTalkingEv TermA Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC1: ConnCreatedEv B Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:REASON_REFER</p> <p>GC1: ConnInProgressEv B Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_REFER</p> <p>GC1: CallCtlConnOfferedEv B Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_REFER</p> <p>GC1: ConnAlertingEv B Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_NORMAL</p> <p>GC1: CallCtlConnAlertingEv B Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC1: TermConnCreatedEv TermB Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC1: TermConnRingingEv TermB Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC1: CallCtlTermConnRingingEv TermB Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC1: ConnConnectedEv B Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC1: CallCtlConnEstablishedEv TermB Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC1: TermConnActiveEv TermB Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC1: CallCtlTermConnTalkingEv TermB Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC2: CallActiveEv Cause: CAUSE_NEW_CALL CiscoFeatureReason: REASON_CONFERENCE</p> <p>GC2: ConnCreatedEv Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_CONFERENCE</p> <p>GC2: ConnInProgressEv C Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_CONFERENCE</p> <p>GC2: CallCtlConnOfferedEv C Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_CONFERENCE</p> <p>GC2: ConnAlertingEv C Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC2: CallCtlConnAlertingEv C Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC2: TermConnCreatedEv TermC Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC2: TermConnRingingEv TermC Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> <p>GC2: CallCtlTermConnRingingEv TermC Cause: CAUSE_NORMAL CiscoFeatureReason: REASON_NORMAL</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC2: CiscoCallChangedEv GC2-&gt;GC1 Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnCreatedEv C Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnInProgressEv C Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlConnOfferedEv C Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnAlertingEv C Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlConnAlertingEv C Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: TermConnCreatedEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: TermConnRingingEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlTermConnRingingEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: TermConnDroppedEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: CallCtlTermConnDroppedEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: ConnDisconnectedEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: CallCtlConnDisconnectedEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: CallInvalidEv Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC1: ConnConnectedEv C Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlConnEstablishedEv C Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: TermConnActiveEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlTermConnTalkingEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>All parties are dropped using click-2-conference</p> <p>GC1: TermConnDroppedEv TermA Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: CallCtlTermConnDroppedEv TermA Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: ConnDisconnectedEv A Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: CallCtlConnDisconnectedEv A Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: TermConnDroppedEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: CallCtlTermConnDroppedEv TermC Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: ConnDisconnectedEv C Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: CallCtlConnDisconnectedEv C Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> <p>GC1: TermConnDroppedEv TermB Cause:<br/>CAUSE_NORMAL CiscoFeatureReason =<br/>REASON_CONFERENCE</p> |           |



| Action                                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
|                                                                                                                                                        | GC1: CallCtlTermConnDroppedEv TermB Cause:<br>CAUSE_NORMAL CiscoFeatureReason =<br>REASON_CONFERENCE<br><br>GC1: ConnDisconnectedEv B Cause:<br>CAUSE_NORMAL CiscoFeatureReason =<br>REASON_CONFERENCE<br><br>GC1: CallCtlConnDisconnectedEv C Cause:<br>CAUSE_NORMAL CiscoFeatureReason =<br>REASON_CONFERENCE<br><br>GC1: CallInvalidEv                                                                                                                                                                                                                                                      |                                                                    |
| A calls B using click-to-call – GC1.<br>A adds C to the call using<br>click-2-conf. User drops party C.<br>Application has call observer on C<br>only. | GC1: TermConnDroppedEv TermC CiscoFeatureReason<br>= REASON_CONFERENCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | NA                                                                 |
|                                                                                                                                                        | GC1: CallCtlTermConnDroppedEv TermC<br>CiscoFeatureReason = REASON_CONFERENCE<br><br>GC1: ConnDisconnectedEv C CiscoFeatureReason =<br>REASON_CONFERENCE<br><br>GC1: CallCtlConnDisconnectedEv C<br>CiscoFeatureReason = REASON_CONFERENCE<br><br>GC1: ConnDisconnectedEv A CiscoFeatureReason =<br>REASON_CONFERENCE<br><br>GC1: CallCtlConnDisconnectedEv A<br>CiscoFeatureReason = REASON_CONFERENCE<br><br>GC1: ConnDisconnectedEv B CiscoFeatureReason =<br>REASON_CONFERENCE<br><br>GC1: CallCtlConnDisconnectedEv B<br>CiscoFeatureReason = REASON_CONFERENCE<br><br>GC1: CallInvalidEv |                                                                    |
| A calls B using GC1. Address C is<br>configured on TermC1 and TermC2.<br>Application has call observer on C                                            | GC2: CallActiveEv CallActiveEv Cause:<br>CAUSE_NEW_CALL CiscoFeatureReason:<br>REASON_CONFERENCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Calling = unknown<br><br>Called = C<br><br>Last redirecting = null |
| User uses click-to-conference to C.                                                                                                                    | GC2: ConnCreatedEv C Cause: CAUSE_NORMAL<br>CiscoFeatureReason: REASON_CONFERENCE                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                    |

| Action | Events | Call info |
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| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>GC2: ConnInProgressEv C Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_CONFERENCE</p> <p>GC2: CallCtlConnOfferedEv C Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CONFERENCE</p> <p>GC2: ConnAlertingEv C Cause: CAUSE_NORMAL<br/>CiscoFeatureReason: REASON_NORMAL</p> <p>GC2: CallCtlConnAlertingEv C Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC2: TermConnCreatedEv TermC1 Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC2: TermConnRingingEv TermC1 Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC2: TermConnCreatedEv TermC2 Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC2: TermConnRingingEv TermC2 Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_NORMAL</p> <p>GC1: CallActiveEv Cause: CAUSE_NEW_CALL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnCreatedEv C Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>CiscoCallChangedEv GC2-&gt;GC1 TermConn TermC1<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnAlertingEv C Cause:CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlConnAlertingEv C<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: TermConnCreatedEv TermC1<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: TermConnRingingEv TermC1<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | <p>REASON_CLICK_TO_CONFERENCE</p> <p>CiscoCallChangedEv GC2-&gt;GC1 TermConn TermC2<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: TermConnCreatedEv TermC2<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: TermConnRingingEv TermC2<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: CallCtlConnDisconnectedEv C<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: TermConnDroppedEv TermC1<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: TermConnDroppedEv TermC2<br/>Cause:CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC2: CallInvalidEv</p> <p>GC1: ConnCreatedEv B Cause:CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnConnectedEv B Cause: CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlConnEstablishedEv B Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnCreatedEv A Cause:CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: ConnConnectedEv A Cause:CAUSE_NORMAL<br/>CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> <p>GC1: CallCtlConnEstablishedEv A Cause:<br/>CAUSE_NORMAL CiscoFeatureReason:<br/>REASON_CLICK_TO_CONFERENCE</p> |           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call info           |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
|        | GC1: ConnConnectedEv C Cause: CAUSE_NORMAL<br>CiscoFeatureReason: REASON_NORMAL<br><br>GC1: CallCtlConnEstablishedEv C Cause:<br>CAUSE_NORMAL CiscoFeatureReason:<br>REASON_NORMAL<br><br>GC1: CallCtlTermConnTalkingEv TermC1 Cause:<br>CAUSE_NORMAL CiscoFeatureReason:<br>REASON_NORMAL<br><br>GC1: TermConnPassEv TermC2 Cause:<br>CAUSE_NORMAL CiscoFeatureReason:<br>REASON_NORMAL Cause: CAUSE_NORMAL<br>CiscoFeatureReason: REASON_NORMAL<br><br>GC1: CallCtlTermConnInUseEv TermC2 Cause:<br>CAUSE_NORMAL CiscoFeatureReason:<br>REASON_NORMAL | C answers at TermC1 |

## Call Pickup

The basic test case for the fix was the following:

1. B and C are devices in a call pick up group. A is a device not in it.
2. A calls B.
3. C goes off-hook, and presses the Pickup softkey.
4. C is now on the call with A.

This test was run with variations in which devices were observed, and the full matrix was run. This included:

- Observing A, B, and C
- Observing A and B
- Observing A and C
- Observing B and C
- Observing only A
- Observing only B
- Observing only C

The final test run, observing only C, was the primary concern for this fix, based on customer usage. The feature request was, when only observing C, being able to get information about the original called party (A) on Pickup. All test cases passed and the correct information was displayed for all of them.

For cases 3 and 4, the call information depends on the order of events that JTAPI delivers. If JTAPI delivers the GC1-CallInvalidEvent/CallObservationEndedEv events before the GC2-CiscoCallChangedEv, then the call information, such as calling and called addresses, will be what was seen in GC2. Conversely, if JTAPI delivers the GC1-CallInvalidEvent/CallObservationEndedEv events after the GC2-CiscoCallChangedEv, then the call information, such as calling and called addresses, will be what was seen in GC1.

As an example, if JTAPI delivers the GC1-CallInvalidEvent/CallObservationEndedEv events before the GC2-CiscoCallChangedEv, the Calling Address = C, Called Address = Pickup Number. If JTAPI delivers the GC1-CallInvalidEvent/CallObservationEndedEv events after the GC2-CiscoCallChangedEv, the Calling Address = A, Called Address = B.

These test cases were run with auto-pickup enabled and disabled, and there was much difference in the functionality of the two. Most of the test cases are enumerated below.

The basic callfrom A to B is the same in all cases, and is only shown in the first case below.

### Scenario One

Observing all devices and auto-pickup enabled.

| Action                                                                                                                                                                                                  | Events | Call info (GCID info)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A goes off-hook and dials B (Basic Call) B is ringing. C goes off-hook and presses Pickup softkey. Connection for C is dropped, B is dropped / cleaned up, C connection on Call 1 is established</p> |        | <p>Calling: A, CCalled: NONE<br/>                     Calling: A, Called: NONE</p> <p>CAUSE_NEW_CALL<br/>                     REASON_NORMAL<br/>                     LRP: NONE<br/>                     CCalling: A, CCalled: B<br/>                     Calling: A, Called: B<br/>                     CCalling: C, CCalled: NONE<br/>                     CAUSE_NEW_CALL<br/>                     REASON_NORMAL<br/>                     LRP: NONE<br/>                     REASON_CALLPICKUP<br/>                     CCalling: A, CCalled: C<br/>                     LRP: NONE<br/>                     REASON_CALLPICKUP<br/>                     CCalling: C, CCalled: NONE<br/>                     LRP: NONE<br/>                     REASON_NORMAL<br/>                     REASON_CALLPICKUP<br/>                     CCalling: A, CCalled: C<br/>                     REASON_NORMAL</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info (GCID info) |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
|        | GC1-CallActiveEvent-NONE<br><br>GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A<br>GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B<br>GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEvent-B<br>GC1-CallCtlConnAlertingEv<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingEvent<br>GC1-CallCtlTermConnRingEvent<br>GC2-CallActiveEvent-NONE<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC2-CiscoCallChangedEv<br>GC1-ConnCreatedEvent-C |                       |



| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info (GCID info) |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------|
|        | GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnInitiatedEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br>GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv<br>GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-B<br>GC1-CallCtlConnDisconnectedEv-B<br>GC1-CallCtlConnEstablishedEv-C |                       |



**Note** Both B and C in the following scenarios have exactly the same behavior and events. Only the behavior of device C (the one picking up the call) changes.

**Scenario Two**

Observing all devices with auto-pickup disabled.

| Action                                     | Events                          | Call ID Info                  |
|--------------------------------------------|---------------------------------|-------------------------------|
| C goes off-hook and presses Pickup softkey | GC2-CallActiveEvent             | CCalling C, CCalled: NONE     |
| Call 2 gets dropped or invalidated         | GC2-ConnCreatedEvent-C          | LRP: NONE                     |
| C gets a connection on Call 1              | GC2-ConnConnectedEvent-C        | REASON_NORMAL                 |
| B is dropped from Call 1                   | GC2-CallCtlConnInitiatedEv-C    | REASON_CALLPICKUP             |
| C is ringing                               | GC2-TermConnCreatedEvent        | CCalling A, CCalled: C        |
| C is on call with A                        | GC2-TermConnActiveEvent         | Calling: A, Called: C, LRP: B |
|                                            | GC2-CallCtlTermConnTalkingEv    | REASON_CALLPICKUP             |
|                                            | GC2-TermConnDroppedEv           | Calling A, CCalled: C         |
|                                            | GC2-CallCtlTermConnDroppedEv    | Calling: A, Called: C, LRP: B |
|                                            | GC2-ConnDisconnectedEvent-C     | REASON_CALLPICKUP             |
|                                            | GC2-CallCtlConnDisconnectedEv-C | REASON_NORMAL                 |
|                                            | GC2-CallInvalidEvent            | REASON_NORMAL                 |
|                                            | GC2-CallObservationEndedEv      |                               |
|                                            | GC1-ConnCreatedEvent-C          |                               |
|                                            | GC1-ConnInProgressEvent-C       |                               |
|                                            | GC1-CallCtlConnOfferedEv-C      |                               |
|                                            | GC1-TermConnDroppedEv           |                               |
|                                            | GC1-CallCtlTermConnDroppedEv    |                               |
|                                            | GC1-ConnDisconnectedEvent-B     |                               |
|                                            | GC1-CallCtlConnDisconnectedEv-B |                               |
|                                            | GC1-ConnAlertingEvent-C         |                               |
|                                            | GC1-CallCtlConnAlertingEv-C     |                               |
|                                            | GC1-TermConnCreatedEvent        |                               |
|                                            | GC1-TermConnRingingEvent        |                               |
|                                            | GC1-CallCtlTermConnRingingEv    |                               |
|                                            | GC1-ConnConnectedEvent-C        |                               |
|                                            | GC1-CallCtlConnEstablishedEv-C  |                               |
|                                            | GC1-TermConnActiveEvent         |                               |
|                                            | GC1-CallCtlTermConnTalkingEv    |                               |

The flow of events differs greatly when the auto-pickup option is enabled or disabled. When Auto Call Pickup is disabled and a user presses the Pickup softkey (C), the phone rings. The user has to answer the phone as if it is a normal call. When the phone is ringing, the original call that was created when they went offhook is terminated, they are connected to the existing call, and the old party (B) is removed from the call. There is no CiscoCallChangedEv generated when Auto Call Pickup is disabled, because the call does not change, it is terminated before C joins the new call.

A Group Pickup scenario follows, during which the Group Pickup softkey is used in place of the Pickup softkey. This required actually dialing the number for the pickup group. Group Pickup also is subject to the Auto Call Pickup service parameter. The general flow and call events are identical to the normal Call Pickup scenarios, except with added events for the required dialing of the pickup number.

**Scenario Three**

Observing all devices with group pickup and auto-pickup enabled.

| Action                                                                               | Call event                                                                                                                                                                                                                                                                                      | Call ID Info                                                                                             |
|--------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| C goes offhook and presses Group Pickup softkey                                      | GC1 [add to others to clarify]                                                                                                                                                                                                                                                                  | CCalling: C, CCalled: NONE<br>LRP: NONE<br>REASON_NORMAL                                                 |
| C is dialing the PU Number                                                           | GC2-CallActiveEvent-NONE<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv                                                                                           | CCalling: C,<br>CCalled: NONE<br>REASON_CALLPICKUP<br>CCalling: C, CCalled: PU, LRP: PU                  |
| C is added to the original call                                                      | <b>GC2-CallCtlConnDialingEv-C</b><br><b>GC2-ConnCreatedEvent-PU</b><br><b>GC2-ConnInProgressEvent-PU</b>                                                                                                                                                                                        |                                                                                                          |
| Pickup added to original call                                                        | <b>GC2-CallCtlConnEstablishedEv-C</b><br>GC2-CiscoCallChangedEv                                                                                                                                                                                                                                 | CCalling C, CCalled: PU<br>CCalling: A, CCalled: C, LRP: B<br>Calling: A, Called: B<br>REASON_CALLPICKUP |
| Pickup # is removed Call 2<br>C is dropped from Call 2<br>Pickup # is removed Call 1 | GC1-ConnCreatedEvent-C<br><b>GC1-ConnCreatedEvent-PU</b><br>GC1-ConnConnectedEvent-C<br><b>GC1-CallCtlConnEstablishedEv-C</b><br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br><b>GC1-ConnInProgressEvent-PU</b><br><b>GC1-CallCtlConnOfferedEv-PU</b> | CCalling: A, CCalled: C, LRP:B<br>REASON_CALLPICKUP, LRP: PU                                             |
| B is dropped / invalidated                                                           | <b>GC2-ConnDisconnectedEvent-PU</b><br><b>GC2-CallCtlConnDisconnectedEv-PU</b><br>GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                                 | CCalling: A, CCalled C, LRP: B<br>REASON_CALLPICKUP                                                      |
|                                                                                      | GC1-ConnDisconnectedEvent-PU<br>GC1-CallCtlConnDisconnectedEv-PU                                                                                                                                                                                                                                | CCalling: A, CCalled C, LRP: B<br>REASON_CALLPICKUP                                                      |
|                                                                                      | GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-B<br>GC1-CallCtlConnDisconnectedEv-B                                                                                                                                                                         |                                                                                                          |

There are only a handful of changes for the above Group Pickup case, and they all directly relate to the extra required step of dialing the pickup number.

**Scenario Four**

Observing all devices with Group Pickup and Auto-Pickup disabled.

| Action                                            | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call info                                                                     |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| C goes offhook and pressed "Group Pickup" softkey | GC1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | CCalling: C, CCalled: NO, NO LRP<br>REASON_NORMAL                             |
| C is dialing the PU number                        | GC2-CallActiveEvent-NONE<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent                                                                                                                                                                                                                                                                                                              | CCalling: C, CCalled: NO, NO LRP<br>REASON_NORMAL<br>CCalling: C, CCalled: PU |
| PU is removed from Call 2                         | GC2-CallCtlTermConnTalkingEv                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CCalling: C, CCalled: PU, LRP: PU<br>REASON_CALLPICKUP                        |
| C is removed from Call 2                          | GC2-CallCtlConnDialingEv-C<br>GC2-ConnCreatedEvent-PU<br>GC2-ConnInProgressEvent-PU<br>GC2-CallCtlConnEstablishedEv-C                                                                                                                                                                                                                                                                                                                                                              | CCalling: A, CCalled: C, LRP: B<br>Calling: A, Called: B<br>REASON_CALLPICKUP |
| Call 2 is destroyed                               | GC2-ConnDisconnectedEvent-PU<br>GC2-CallCtlConnDisconnectedEv-PU<br>GC2-TermConnDroppedEv                                                                                                                                                                                                                                                                                                                                                                                          | CCalling: A, CCalled: C, LRP: B<br>REASON_CALLPICKUP<br>REASON_NORMAL         |
| C gets a connection on Call 1                     | GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent                                                                                                                                                                                                                                                                                                                                                             | CCalling: A, CCalled: C, LRP: B<br>REASON_NORMAL                              |
| B is dropped from Call 1                          | GC2-CallObservationEndedEv                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                               |
| C is ringingC picks up                            | GC1-ConnCreatedEvent[ADDRS]<br>GC1-ConnInProgressEvent<br>GC1-CallCtlConnOfferedEv<br><br>GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent<br>GC1-CallCtlConnDisconnectedEv<br>GC1-ConnAlertingEvent<br>GC1-CallCtlConnAlertingEv<br>GC1-TermConnCreatedEvent<br><br>GC1-TermConnRinginEvent<br>GC1-CallCtlTermConnRinginEv<br>GC1-ConnConnectedEvent<br>GC1-CallCtlConnEstablishedEv<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv |                                                                               |

The tables above have scenarios during which all of the devices were observed. The devices were run with every possible combination, across all varieties of Pickup and Group Pickup. Parts of the scenarios had the exact same output and others were redundant and are not shown here. For example, device A and B were identical and shown only once.

**Scenario Five**

Only observing device B.

| Action                                                                                                   | Call events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call IDs/Call info                                                                                                      |
|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| A is in the process of calling B<br>B is ringing<br>A is removed from Call 1<br>B is removed from Call 1 | GC1-CallActiveEvent-NONE<br>GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B<br>GC1-CallCtlConnOfferedEv-B<br>GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnEstablishedEv-A<br>GC1-ConnAlertingEvent-B<br>GC1-CallCtlConnAlertingEv-B<br>GC1-TermConnCreatedEvent<br><br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv<br><br>GC1-ConnDisconnectedEvent-A<br>GC1-CallCtlConnDisconnectedEv-A<br><br>GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-B<br>GC1-CallCtlConnDisconnectedEv-B<br>GC1-CallInvalidEvent<br>GC1-CallObservationEndedEv | CCalling: A, CCalled: B,<br>Calling: A, Called: B, LRP: NONE<br>REASON_NORMAL<br><br>REASON_CALLPICKUP<br>REASON_NORMAL |

**Scenario Six**

Observing only device A.

| Action                                                                                       | Call events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call IDs/Call info                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A goes offhook and dials<br>B<br>B is ringing<br>C is ringing<br>B is removed from Call<br>1 | GC1-CallActiveEvent-NONE<br>GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A<br>GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B<br>GC1-CallCtlConnOfferedEv-B<br><br>GC1-ConnAlertingEvent-B<br>GC1-CallCtlConnAlertingEv-B<br>GC1-ConnCreatedEvent-C<br>GC1-ConnInProgressEvent-C<br>GC1-CallCtlConnOfferedEv-C<br><br>GC1-ConnAlertingEvent-C<br>GC1-CallCtlConnAlertingEv-C<br><br>GC1-ConnDisconnectedEvent-B<br>GC1-CallCtlConnDisconnectedEv-B<br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C | CCalling: A, CCalled: NO, NO LRP<br>REASON_NORMAL<br>CCalling A, CCalled B,<br>Called: NOT SET LRP: NONE<br>CCalling: A, CCalled: C, LRP: B<br>Called: NOT SET<br>REASON_CALLPICKUP<br>REASON_NORMAL<br>REASON_CALLPICKUP<br>REASON_NORMAL |

**Scenario Seven**

Observing only device C with Auto-Pickup enabled.

| Action                                                                                                                                                                                          | Call events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call IDs/Call info                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>C goes offhook and presses "Pickup" hotkey</p> <p>C is connected to Call 1</p> <p>C is dropped from Call 2</p> <p>Call 2 is invalidated / cleared</p> <p>A and C are connected on Call 1</p> | <p>GC2-CallActiveEvent-NONE</p> <p>GC2-ConnCreatedEvent-C</p> <p>GC2-ConnConnectedEvent-C</p> <p>GC2-CallCtlConnInitiatedEv-C</p> <p>GC2-TermConnCreatedEvent</p> <p>GC2-TermConnActiveEvent</p> <p>GC2-CallCtlTermConnTalkingEv</p> <p>GC2-CiscoCallChangedEv</p> <p>GC1-CallActiveEvent-NONE</p> <p>GC1-ConnCreatedEvent-C</p> <p>GC1-ConnConnectedEvent-C</p> <p>GC1-CallCtlConnInitiatedEv</p> <p>GC1-TermConnCreatedEvent</p><br><p>GC1-TermConnActiveEvent</p> <p>GC1-CallCtlTermConnTalkingEv</p><br><p>GC2-TermConnDroppedEv</p> <p>GC2-CallCtlTermConnDroppedEv</p> <p>GC2-ConnDisconnectedEvent-C</p> <p>GC2-CallCtlConnDisconnectedEv-C</p> <p>GC2-CallInvalidEvent</p> <p>GC2-CallObservationEndedEv</p><br><p>GC1-ConnCreatedEvent-A</p> <p>GC1-ConnConnectedEvent-A</p> <p>GC1-CallCtlConnEstablishedEv-A</p> <p>GC1-CallCtlConnEstablishedEv-C</p> | <p>CCalling: C, CCalled: NO, NO LRP</p> <p>REASON_NORMAL</p> <p>REASON_CALLPICKUP</p> <p>CCalling A, CCalled: NONE</p> <p>LRP: NONE</p> <p>CCalling: A, CCalled: C, LRP: B</p> <p>REASON_CALLPICKUP</p> <p>CCalling: C, CCalled: NONE</p> <p>REASON_CALLPICKUP</p> <p>REASON_CALLPICKUP</p> <p>CCalling A, CCalled: C, LRP: B</p> <p>REASON_CALLPICKUP</p> <p>REASON_NORMAL</p> |

**Scenario Eight**

Observing only device C with Auto-Pickup disabled.



| Action                                                                                                                                                                                    | Call events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call IDs/Call info                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>C goes offhook and pressed “Pickup” softkey</p> <p>Call 2 is destroyed</p> <p>C is added to Call 1, but does not pick upC is ringing</p> <p>C picks up, and is connected to Call 1</p> | <p>GC2-CallActiveEvent-NONE</p> <p>GC2-ConnCreatedEvent-C</p> <p>GC2-ConnConnectedEvent-C</p> <p>GC2-CallCtlConnInitiatedEv-C</p> <p>GC2-TermConnCreatedEvent</p> <p>GC2-TermConnActiveEvent</p> <p>GC2-CallCtlTermConnTalkingEv</p><br><p>GC2-TermConnDroppedEv</p> <p>GC2-CallCtlTermConnDroppedEv</p> <p>GC2-ConnDisconnectedEvent-C</p> <p>GC2-CallCtlConnDisconnectedEv-C</p> <p>GC2-CallInvalidEvent</p> <p>GC2-CallObservationEndedEv</p><br><p>GC1-CallActiveEvent</p> <p>GC1-ConnCreatedEvent-C</p> <p>GC1-ConnInProgressEvent-C</p> <p>GC1-CallCtlConnOfferedEv-C</p> <p>GC1-ConnCreatedEvent-A</p> <p>GC1-ConnConnectedEvent-A</p> <p>GC1-CallCtlConnEstablishedEv-A</p> <p>GC1-ConnAlertingEvent-C</p> <p>GC1-CallCtlConnAlertingEv-C</p> <p>GC1-TermConnCreatedEvent</p> <p>GC1-TermConnRingingEvent</p> <p>GC1-CallCtlTermConnRingingEv</p><br><p>GC1-ConnConnectedEvent-C</p> <p>GC1-CallCtlConnEstablishedEv-C</p> <p>GC1-TermConnActiveEvent</p> <p>GC1-CallCtlTermConnTalkingEv</p> | <p>CCalling: C, CCalled: NO, NO LR</p> <p>REASON_NORMAL</p> <p>REASON_CALLPICKUP</p> <p>CCalling: C, CCalled: NONE</p> <p>REASON_NORMAL</p> <p>CCalling: A, CCalled: C, LRP: B</p> <p>REASON_CALLPICKUP</p> <p>REASON_NORMAL</p> <p>CCalling: A, CCalled: C, LRP: B</p> <p>REASON_NORMAL</p> |

**Scenario Nine**

Observing only device C with Group Pickup and AutoPickup enabled.

| Action                                                     | Call event                                                                                                                                                                                                                                                          | Call IDs/Call info                                                                                                                                                               |
|------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C goes offhook and presses "Pickup" softkey                | GC2-CallActiveEvent-NONE                                                                                                                                                                                                                                            | CCalling: C, CCalled: NO, NO LRP                                                                                                                                                 |
| C dials the Pickup Number                                  | GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C                                                                                                                                                                                  | REASON_NORMAL<br>CCalling: C, CCalled: PUCalling: C,                                                                                                                             |
| C is added to Call 1<br>PU is added to Call 1              | GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv                                                                                                                                                                                 | CCalled: PU, LRP: PU<br>REASON_CALLPICKUP                                                                                                                                        |
| PU # is removed from Call 2                                |                                                                                                                                                                                                                                                                     | REASON_NORMAL<br>REASON_CALLPICKUP                                                                                                                                               |
| C is removed from Call 2<br>Call 2 I invalidated / cleared | GC2-CallCtlConnDialingEv-C<br>GC2-ConnCreatedEvent-PU<br>GC2-ConnInProgressEvent-PU<br>GC2-CallCtlConnEstablishedEv-C                                                                                                                                               | CCalling: A, C Called: C<br>CCalling: A, CCalled: C, LRP: B                                                                                                                      |
| C is connected to Call 1<br>PU is removed from Call 1      | GC2-CiscoCallChangedEv<br>GC1-CallActiveEvent                                                                                                                                                                                                                       | Calling: A, Called: B<br>REASON_CALLPICKUP                                                                                                                                       |
|                                                            | GC1-ConnCreatedEvent-C<br>GC1-ConnCreatedEvent-PU<br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br>GC1-ConnInProgressEvent-PU<br>GC1-CallCtlConnOfferedEv-PU | CCalling C, CCalled: PU, LRP: PU<br>REASON_CALLPICKUP<br>CCalling C, CCalled: PU, LRP: PU<br>REASON_CALLPICKUP<br>PREASON_NORMAL<br>CCalling: A, CCalled: C<br>REASON_CALLPICKUP |
|                                                            | GC2-ConnDisconnectedEvent-PU<br>GC2-CallCtlConnDisconnectedEv-PU<br>GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv                                                                                                                                           | CCalling: A, CCalled: C<br>REASON_CALLPICKUP                                                                                                                                     |
|                                                            | GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                                                                                                                                                |                                                                                                                                                                                  |
|                                                            | GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-PU<br>GC1-CallCtlConnEstablishedEv-PU<br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C                                                                                                                |                                                                                                                                                                                  |
|                                                            | GC1-ConnDisconnectedEvent-PU<br>GC1-CallCtlConnDisconnectedEv-PU                                                                                                                                                                                                    |                                                                                                                                                                                  |

**Scenario Ten**

Observing only device C with Group Pickup and Auto-Pickup disabled.

| Action                                             | Call events                      | Call IDs/Call info                |
|----------------------------------------------------|----------------------------------|-----------------------------------|
| C goes offhook, and presses “Group Pickup” softkey | GC2-CallActiveEvent-NONE         | CCalling: C, CCalled: NO, NO LRP  |
| C dials the PU Number                              | GC2-ConnCreatedEvent-C           | REASON_NORMAL                     |
| PU is dropped from Call                            | GC2-ConnConnectedEvent-C         | CCalling: C, CCalled: PU, LRP: PU |
| 2C is dropped from Call                            | GC2-CallCtlConnInitiatedEv-C     | REASON_CALLPICKUP                 |
| 2Call 2 is destroyed                               | GC2-TermConnCreatedEvent         | REASON_NORMAL                     |
| C is added to Call 1                               | GC2-TermConnActiveEvent          | REASON_CALLPICKUP                 |
| C is ringing                                       | GC2-CallCtlTermConnTalkingEv     | REASON_CALLPICKUP                 |
| C is connected to A                                | GC2-CallCtlConnDialingEv-C       | REASON_CALLPICKUP                 |
|                                                    | GC2-ConnCreatedEvent-PU          | REASON_NOTMAL                     |
|                                                    | GC2-ConnInprogressEvent-PU       | CCalling: A, CCalled: C, LRP: B   |
|                                                    | GC2-CallCtlConnEstablishedEv-C   | REASON_CALLPICKUP                 |
|                                                    | GC2-ConnDisconnectedEvent-PU     | REASON_NORMAL                     |
|                                                    | GC2-CallCtlConnDisconnectedEv-PU |                                   |
|                                                    | GC2-TermConnDroppedEv            |                                   |
|                                                    | GC2-CallCtlTermConnDroppedEv     |                                   |
|                                                    | GC2-ConnDisconnectedEvent-C      |                                   |
|                                                    | GC2-CallCtlConnDisconnectedEv-C  |                                   |
|                                                    | GC2-CallInvalidEvent             |                                   |
|                                                    | GC1-CallObservationEndedEv       |                                   |
|                                                    | GC1-CallActiveEvent              |                                   |
|                                                    | GC1-ConnCreatedEvent-C           |                                   |
|                                                    | GC1-ConnInprogressEvent-C        |                                   |
|                                                    | GC1-CallCtlConnOfferedEv-C       |                                   |
|                                                    | GC1-ConnCreatedEvent-A           |                                   |
|                                                    | GC1-ConnConnectedEvent-A         |                                   |
|                                                    | GC1-CallCtlConnEstablishedEv-A   |                                   |
|                                                    | GC1-ConnAlertingEvent-C          |                                   |
|                                                    | GC1-CallCtlConnAlertingEv-C      |                                   |
|                                                    | GC1-TermConnCreatedEvent         |                                   |
|                                                    | GC1-TermConnRingingEvent         |                                   |
|                                                    | GC1-CallCtlTermConnRingingEv     |                                   |
|                                                    | GC1-ConnConnectedEvent-C         |                                   |
|                                                    | GC1-CallCtlConnEstablishedEv-C   |                                   |
|                                                    | GC1-TermConnActiveEvent          |                                   |
|                                                    | GC1-CallCtlTermConnTalkingEv     |                                   |

## selectRoute() with Calling Search Space and Feature Priority

The selectRoute() API with calling search space and feature priority as array of int. is shown in the following table.

| Action                                                                                                                                                                                                                                                                                                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------|
| <p>Add call observer on phones A, B, C, D.</p> <p>Register Route Point RP</p> <p>Register route call back, with select route API with three rows</p> <p>route selected: A, .....CSS: 0, FP: 1</p> <p>route selected: B, .....CSS: 1, FP: 3</p> <p>route selected: D, .....CSS: 1, FP: 1</p> <p>C calls RP</p> <p>Call rings at A.</p> <p>A answers. C-A call is connected.</p> | <p>GC1 CallActiveEv</p> <p>GC1 ConnCreatedEv C:</p> <p>GC1 ConnConnectedEv C</p> <p>GC1 CallCtlConnInitiatedEv C:</p> <p>GC1 TermConnCreatedEv TC</p> <p>GC1 TermConnActiveEv TC</p> <p>GC1 CallCtlTermConnTalkingEv TC</p> <p>GC1 CallCtlConnDialingEv C:</p> <p>GC1 CallCtlConnEstablishedEv C:</p> <p>GC1 ConnCreatedEv RP:</p> <p>GC1 ConnInProgressEv RP:</p> <p>GC1 CallCtlConnOfferedEv RP:</p> <p>After redirect request is processed</p> <p>GC1 ConnCreatedEv A:</p> <p>GC1 ConnInProgressEv A:</p> <p>GC1 CallCtlConnOfferedEv A:</p> <p>GC1 ConnDisconnectedEv RP:</p> <p>GC1 CallCtlConnDisconnectedEv RP:</p> <p>GC1 ConnAlertingEv A:</p> <p>GC1 CallCtlConnAlertingEv A:</p> <p>GC1 TermConnCreatedEv TA</p> <p>GC1 TermConnRingingEv TA</p> <p>GC1 CallCtlTermConnRingingEvImpl TA</p> <p>GC1 ConnConnectedEv A:</p> <p>GC1 CallCtlConnEstablishedEv A:</p> <p>GC1 TermConnActiveEv A</p> <p>GC1 TermConnActiveEv A</p> <p>[C] CiscoRTPInputStartedEv</p> <p>[A] CiscoRTPOutputStartedEv</p> <p>[A] CiscoRTPInputStartedEv</p> <p>[C] CiscoRTPOutputStartedEv</p> | <p>calling: C</p> <p>lastRedirected:RP</p> <p>called: A</p> |

## Extension Mobility Login Username

Terminal A is in control list of user, Terminal B is not in control list of User. Extension Mobility login username is John, end user id user for application is John.

| Action                                                                                                                                                                                                 | Result                                               | Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------|-----------|
| Open provider, Terminal A doesn't have any observer, Application calls <code>CiscoTerminal.getEMLoginUserName()</code> at Terminal A.                                                                  | <code>InvalidStateException</code> is thrown.        | NA        |
| Open provider, Add Observer to Terminal A, Application calls <code>CiscoTerminal.getEMLoginUserName()</code> at Terminal A.                                                                            | Application should get empty string "" for username. | NA        |
| Open provider, User "John" EMLogin to Terminal A and add observer to the Terminal A, Application calls <code>CiscoTerminal.getEMLoginUserName()</code> at Terminal A                                   | Application should get String "John"                 | NA        |
| User "John" EMLogin to Terminal A, now open provider, add observer to Terminal A, Application calls <code>CiscoTerminal.getEMLoginUserName()</code> at Terminal A.                                     | Application should get String "John"                 | NA        |
| User "John" EMLogin to Terminal A, now open provider, add observer to Terminal A, User "John" EMLogout of Terminal A, Application calls <code>CiscoTerminal.getEMLoginUserName()</code> at Terminal A. | Application should get empty string "" for username  | NA        |
| OpenProvider, User "John" EMLogin to Terminal B, add observer, application calls <code>CiscoTerminal.getEMLoginUserName()</code> at Terminal B                                                         | Application should get String "John"                 | NA        |
| User "John" EMLogin to Terminal B, OpenProvider, add observer to Terminal B, Application calls <code>CiscoTerminal.getEMLoginUserName()</code> at Terminal B                                           | Application should get String "John"                 | NA        |

Terminal A is in control list of user and configured with the Extension Mobility logout profile of user Kerry. The Kerry profile is configured with logout username as Kerry. There is another profile with login username of John.

| Action                                                                                                                                           | Result                               | Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|-----------|
| User John logs into Terminal A, OpenProvider and add observer to Terminal A. Application calls CiscoTerminal.getEMLoginUserName() at Terminal A. | Application should get String John.  | NA        |
| John logs out at Terminal A. Application calls CiscoTerminal.getEMLoginUserName() at Terminal A.                                                 | Application should get String Kerry. | NA        |

## Calling Party IP Address

The following are some examples of call scenarios.

### Basic Call Scenario

- JTAPI application monitors party B
- Party A is an IP phone
- A calls B
- IP Address of A is available to JTAPI application monitoring party B

### Consultation Transfer Scenario

- JTAPI application monitors party C
- Party B is an IP phone
- A talking B
- B initiates a consultation transfer call to C
- IP Address of B is available to JTAPI application monitoring party C.

### Consultation Conference Scenario

- JTAPI application monitors party C
- Party B is an IP phone
- A talking B
- B initiates a consultation conference call to C
- IP Address of B is available to JTAPI application monitoring party C.

### Redirect Scenario

- JTAPI application monitors party B and party C

- Party A is an IP phone
- A calls B
- IP Address of A is available to JTAPI application monitoring party B
- Party A redirects B to party C (
- Calling IP address is not available to JTAPI application monitoring party B (not a supported scenario).
- Calling IP address of B is provided to JTAPI application monitoring party C.

## CiscoJtapiProperties

1. Set Socket Connect Timeout to 5 seconds; Plug out the Ethernet cable for PRIMARY CTI Manager and do a normal provider open. Expected Result: Socket Connect to Primary CTI Manager should fail in not more than 5 secs
2. Set Socket Connect Timeout to 5 seconds; Plug out the Ethernet cable for PRIMARY CTI Manager, set security options to True and do a secured provider open. Expected Result: Socket Connect to Primary CTI Manager should fail in not more than 5 secs (Socket Connect timed-out in ~5 seconds, though it took some additional time initially for verifying security certificates)
3. Set Socket Connect Timeout to 0 seconds; Plug out the Ethernet cable for PRIMARY CTI Manager, set security options to true and do a secured provider open. Expected Result: Socket Connect to Primary CTI Manager will no longer rely on new Service Parameter (Socket Connect timed-out in ~23 seconds, though it took some additional time initially for verifying security certificates).

## IPv6 Support

### Use Case1 - Basic Call Scenario: Calling Is IPv6 Enabled Phone; Called Is IPv6

| Action                                                                     | Events                                   | Call info/Expected result                                                                                                                                                                                                                                                                                                                                                                                                                         |
|----------------------------------------------------------------------------|------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IPv6 enabled phone A calls JTAPI Observed IPv6 enabled device B using GC1. | NEW META<br>EVENT_____META_CALL_STARTING | CiscoCallCtlConnOfferedEv.<br>getCallingPartyIpAddr_v6() will return IPv6 format address for A as an InetAddress object.<br><br>getCallingPartyIpAddr() will return null<br><br>getRemoteAddress() on CiscoRTPOutputProperties in CiscoOutputStartedEv will contain the far-end Ipv6 RTP address(of A)<br><br>getRemoteAddress() on CiscoRTPInputProperties in CiscoRTPInputStartedEv will contain the Ipv6 RTP address of the monitored phone(B) |



| Action    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call info/Expected result |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| B Answers | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnInitiatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for B cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> Cause : CAUSE_NORMAL</p> |                           |

**Use Case2 - Basic Call Scenario: Calling Is IPv6 Enabled Phone; Called Is IPv4**

| Action                                                                            | Events                                             | Call info/Expected result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>IPv6 enabled phone A calls JTAPI Observed IPv4 enabled device B using GC1.</p> | <p>NEW META<br/>EVENT _____ META_CALL_STARTING</p> | <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr_v6() will return IPv6 format address for A as an InetAddress object.<br/><br/>getCallingPartyIpAddr() will return null<br/><br/>getRemoteAddress() on CiscoRTPOutputProperties in CiscoRTPOutputStartedEv will contain the far-end Ipv4 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.<br/><br/>getLocalAddress() on CiscoRTPInputProperties in CiscoRTPInputStartedEv will contain the Ipv4 RTP address of the monitored phone</p> |

| Action    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call info/Expected result |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| B Answers | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnInitiatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for B cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> Cause : CAUSE_NORMAL</p> |                           |

**Use Case3 - Basic Call Scenario: Calling Is IPv4 Enabled Phone; Called Is IPv6**

| Action                                                                            | Events                                             | Call info/Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>IPv4 enabled phone A calls JTAPI Observed IPv6 enabled device B using GC1.</p> | <p>NEW META<br/>EVENT _____ META_CALL_STARTING</p> | <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr() will return IPv4 format address for A in an InetAddress object.</p> <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr_v6() will return null</p> <p>getRemoteAddress() on CiscoRTPOutputProperties in CiscoRTPOutputStartedEv will contain the far-end Ipv6 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.</p> <p>getLocalAddress() on CiscoRTPInputProperties in CiscoRTPInputStartedEv will contain the Ipv6 RTP address of the monitored phone</p> |

| Action    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info/Expected Result |
|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| B Answers | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnInitiatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for B cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnRingingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> Cause : CAUSE_NORMAL</p> |                           |

**Use Case4 - Basic Call Scenario: Calling Is IPv4 Enabled Phone; Called Is IPv4**

| Action                                                                            | Events                                             | Call info/Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-----------------------------------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>IPv4 enabled phone A calls JTAPI Observed IPv4 enabled device B using GC1.</p> | <p>NEW META<br/>EVENT _____ META_CALL_STARTING</p> | <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr() will return IPv4 format address for A in an InetAddress object.</p> <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr_v6() will return null</p> <p>getRemoteAddress() on CiscoRTPOutputProperties in CiscoRTPOutputStartedEv will contain the far-end Ipv4 RTP address.</p> <p>getLocalAddress() on CiscoRTPInputProperties in CiscoRTPInputStartedEv will contain the Ipv4 RTP address of the monitored phone</p> |

| Action    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call info/Expected Result |
|-----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| B Answers | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnInitiatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for B cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> Cause : CAUSE_NORMAL</p> |                           |

**Use Case5 - Consultation Transfer Scenario, IPv6 Device Consults**

| Action                                                                                                                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info/Expected Result                                                                                                                                                                                                                                                            |
|----------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>GC1: Call between A &amp; B</p> <p>Consult Call:</p> <p>IPv6 enabled phone B consults JTAPI Observed device C for Transfer using GC2.</p> | <p>NEW META<br/>EVENT _____ META_CALL_STARTING</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>For Consult Call:</p> <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr_v6() will return IPv6 format address for B in an InetAddress object to the JTAPI Application observing C.</p> <p>While, CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr() will return null</p> |
| <p>C Answers</p>                                                                                                                             | <p><b>CallActiveEv</b> for callID = GC2 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnInitiatedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for C cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnRingingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> Cause : CAUSE_NORMAL</p> |                                                                                                                                                                                                                                                                                      |



**Use Case6 - Consultation Transfer Scenario, IPv4 Device Consults**

| Action                                                                                                                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call info/Expected Result                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>GC1: Call between A &amp; B</p> <p>Consult Call:</p> <p>IPv4 enabled phone B consults JTAPI Observed device C for Transfer using GC2.</p> | <p>NEW META</p> <p>EVENT _____ META_CALL_STARTING</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr() will return IPv4 format address for B in an InetAddress object to the JTAPI Application observing C</p> <p>While, CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr_v6() will return null</p> |
| <p>C Answers</p>                                                                                                                             | <p><b>CallActiveEv</b> for callID = GC2 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnInitiatedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for C cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> Cause : CAUSE_NORMAL</p> |                                                                                                                                                                                                                                                            |

**Use Case7: Redirect Scenario**

| Action                                                                                                                             | Events                                                | Call info/Expected Result                                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>GC1: Call between A(IPv6) &amp; B</p> <p>Redirect Call:</p> <p>phone B redirects call to JTAPI Observed device C using GC2.</p> | <p>New Meta</p> <p>Event _____ META_CALL_STARTING</p> | <p>CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr_v6() will return IPv6 format address for A in an InetAddress object to the JTAPI Application observing C</p> <p>While, CiscoCallCtlConnOfferedEv.<br/>getCallingPartyIpAddr() will return null</p> |

| Action    | Events | Call info/Expected Result |
|-----------|--------|---------------------------|
| C Answers |        |                           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info/Expected Result |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|        | <p><b>CallActiveEv</b> for callID = GC2 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for C cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnDroppedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnDisconnectedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnDroppedEv</b> for B Cause : CAUSE_REDIRECTED</p> <p><b>ConnConnectedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnActiveEv</b> for C Cause :</p> |                           |

| Action | Events                                                                  | Call info/Expected Result |
|--------|-------------------------------------------------------------------------|---------------------------|
|        | CAUSE_NORMAL<br><b>CallCtlTermConnTalkingEv</b> Cause :<br>CAUSE_NORMAL |                           |

**Use Case8: Redirect Scenario (IPv4)**

| Action                                                                                                                   | Events                                     | Call info/Expected results                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GC1: Call between<br>A(IPv4) & B<br>Redirect Call:<br>phone B redirects call to<br>JTAPI Observed device<br>C using GC2. | New Meta<br>Event _____ META_CALL_STARTING | CiscoCallCtlConnOfferedEv.<br>getCallingPartyIpAddr() will return IPv4 format<br>address for A in an InetAddress object to the JTAPI<br>Application observing C<br>While, CiscoCallCtlConnOfferedEv.<br>getCallingPartyIpAddr_v6() will return null |

| Action    | Events | Call info/Expected results |
|-----------|--------|----------------------------|
| C Answers |        |                            |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info/Expected results |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
|        | <p><b>CallActiveEv</b> for callID = GC2 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for B Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for C cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnDroppedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnDisconnectedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnDroppedEv</b> for B Cause : CAUSE_REDIRECTED</p> <p><b>ConnConnectedEv</b> for C Cause : CAUSE_NORMAL</p> <p><b>TermConnActiveEv</b> for C Cause :</p> |                            |

| Action | Events                                                                  | Call info/Expected results |
|--------|-------------------------------------------------------------------------|----------------------------|
|        | CAUSE_NORMAL<br><b>CallCtlTermConnTalkingEv</b> Cause :<br>CAUSE_NORMAL |                            |

**Use Case9: Redirect Scenario, Calling Device Redirects**

| Action                                                                                                    | Events                                                                                                      | Call info/Expected Result                                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| GC1: A calls B(IPv4)<br>Redirect Call:<br>Phone A redirects call to JTAPI<br>Observed device C using GC2. | New Meta<br>Event _____ META_CALL_STARTING<br><b>CallActiveEv</b> for callID = GC2 Cause:<br>CAUSE_NEW_CALL | CiscoCallCtlConnOfferedEv.<br>getCallingPartyIpAddr() will return IPv4 format<br>address for B in an InetAddress object to the<br>JTAPI Application observing C<br><br>CiscoCallCtlConnOfferedEv.<br>getCallingPartyIpAddr() or,<br>CiscoCallCtlConnOfferedEv.<br>getCallingPartyIpAddr()_v6 <b>will not return</b> IP<br>address for A in an InetAddress object to the<br>JTAPI Application observing B after redirect. |



| Action    | Events | Call info/Expected Result |
|-----------|--------|---------------------------|
| C Answers |        |                           |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info/Expected Result |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|        | <p><b>ConnCreatedEv</b> for A Cause:<br/>CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for A Cause :<br/>CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause:<br/>CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for A Cause :<br/>CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for A Cause :<br/>CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> for A Cause :<br/>CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for A Cause :<br/>CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for B Cause :<br/>CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for B Cause :<br/>CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for C cause :<br/>CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for C Cause :<br/>CAUSE_NORMAL</p> <p><b>CallCtlConnOfferedEv</b> for C Cause :<br/>CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for C Cause :<br/>CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for C Cause :<br/>CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for C Cause :<br/>CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for C Cause :<br/>CAUSE_NORMAL</p> <p><b>TermConnDroppedEv</b> for A Cause :<br/>CAUSE_NORMAL</p> <p><b>ConnDisconnectedEv</b> for A Cause :<br/>CAUSE_NORMAL</p> <p><b>CallCtlTermConnDroppedEv</b> for A Cause :<br/>CAUSE_REDIRECTED</p> <p><b>ConnConnectedEv</b> for C Cause :<br/>CAUSE_NORMAL</p> |                           |

| Action | Events                                                                                                              | Call info/Expected Result |
|--------|---------------------------------------------------------------------------------------------------------------------|---------------------------|
|        | <b>TermConnActiveEv</b> for C Cause :<br>CAUSE_NORMAL<br><br><b>CallCtTermConnTalkingEv</b> Cause :<br>CAUSE_NORMAL |                           |

**Use Case10: Route Scenario, IPv6 Enabled Calls RoutePoint Which Routes Call to IPv6 Device**

| Action                                                                                                         | Events                                     | Call info/Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------|--------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IPv6 enabled phone A calls RoutePoint which routes the call to JTAPI Observed IPv6 enabled device B using GC1. | NEW META<br>EVENT _____ META_CALL_STARTING | CiscoRouteEvent.getCallingPartyIpAddr_v6() will return IPv6 format address for A as an InetAddress object.<br><br>While, CiscoRouteEvent.getCallingPartyIpAddr() will return null<br><br>getRemoteAddress() on CiscoRTPOutputProperties in CiscoRTPOutputStartedEv will contain the far-end Ipv6 RTP address<br><br>getLocalAddress() on CiscoRTPInputProperties in CiscoRTPInputStartedEv will contain the Ipv6 RTP address of the monitored phone |

| Action    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call info/Expected Result |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| B Answers | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>ConnConnectedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnInitiatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>TernConnActiveEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnDialingEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnEstablishedEv</b> for A Cause : CAUSE_NORMAL</p> <p><b>ConnCreatedEv</b> for B cause : CAUSE_NORMAL</p> <p><b>ConnInProgressEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallRouteEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>ConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlConnAlertingEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnCreatedEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>TermConnRinginEv</b> for B Cause : CAUSE_NORMAL</p> <p><b>CallCtlTermConnTalkingEv</b> Cause : CAUSE_NORMAL</p> |                           |

**Use Case11: Enterprise Parameter “Enable IPv6” is Enabled**

Application does an open provider by providing the list of CTI Manager IPs as

- IPv4 address of CTI Manager1
- IPv6 address of CTI Manager1
- IPv4 address of CTI Manager2
- IPv6 address of CTI Manager2

Now once the JTAPI is able to establish a connection with CTI Manager and later on if CTI Manager1 goes down, in failover attempt application can see delay in connecting as JTAPI will first try to connect with IPv6

address of CTI Manager1 (which is next in the list) even though that IP address is of the same CTI Manager and only once it times out it will try with the IPv4 address of the CTI Manager2 which will succeed (assuming CTI Manager2 is running).

## Provider Open Scenario

1. Service Parameter for Reconnect Attempt is not set (or set to 0), Enterprise parameter “Enable IPv6” is disabled. Application tries to open a provider with IPv4 address. JTAPI will be able to open a connection with CTI manager.
  - CTI Manager is stopped – JTAPI will try reconnecting to CTI manager indefinitely till the CTI Manager is started again and connection is restored.
  - Enterprise parameter “Enable IPv6” is enabled and CTI manager is restarted – JTAPI will be able to reconnect to CTI Manager with the same IPv4 address.
2. Service Parameter for Reconnect Attempt is not set (or set to 0), Enterprise parameter “Enable IPv6” is enabled. Application tries to open a provider with IPv4 address. JTAPI will be able to open a connection with CTI Manager.
  - CTI Manager is stopped – JTAPI will try reconnecting to CTI manager indefinitely till the CTI Manager is started again and connection is restored.
  - Enterprise parameter “Enable IPv6” is disabled and CTI manager is restarted – JTAPI will be able to reconnect to CTI Manager with the same IPv4 address. But, the existing devices registered with IPv6 address will be closed with “CiscoTermRegistrationFailedEv” with a new reason code “IP\_CAPABILITY\_MISMATCH”
3. Service Parameter for Reconnect Attempt is not set (or set to 0), Enterprise parameter “Enable IPv6” is enabled. Application tries to open a provider with IPv6 address. JTAPI will be able to open a connection with CTI Manager.
  - CTI Manager is stopped – JTAPI will try reconnecting to CTI manager indefinitely till the CTI Manager is started again and connection is restored.
  - Enterprise parameter “Enable IPv6” is disabled and CTI manager is restarted – JTAPI will not be able to reconnect to CTI Manager, as it no longer supports IPv6 address but JTAPI will try reconnecting to CTI Manager indefinitely till the time service parameter is again enabled and CTI Service restarted.
4. Service Parameter for Reconnect Attempt is set to some integer value (say 5), Enterprise parameter “Enable IPv6” is disabled. Application tries to open a provider with IPv4 address. JTAPI will be able to open a connection with CTI manager.
  - CTI Manager is stopped – JTAPI will try reconnecting to CTI manager 5 times before closing all the opened devices and provider.
  - Enterprise parameter “Enable IPv6” is enabled and CTI manager is restarted – JTAPI will be able to reconnect to CTI Manager with the same IPv4 address.
5. Service Parameter for Reconnect Attempt is set to some integer value (say 5), Enterprise parameter “Enable IPv6” is enabled. Application tries to open a provider with IPv4 address. JTAPI will be able to open a connection with CTI Manager.

- CTI Manager is stopped – JTAPI will try reconnecting to CTI manager 5 times before closing all the opened devices and provider.
  - Enterprise parameter “Enable IPv6” is disabled and CTI manager is restarted – JTAPI will be able to reconnect to CTI Manager with the same IPv4 address. But, the existing devices registered with IPv6 address will be closed with “CiscoTermRegistrationFailedEv” with a new reason code “IP\_CAPABILITY\_MISMATCH”
6. Service Parameter for Reconnect Attempt is set to some integer value (say 5), Enterprise parameter “Enable IPv6” is enabled. Application tries to open a provider with IPv6 address. JTAPI will be able to open a connection with CTI Manager.
- CTI Manager is stopped – JTAPI will try reconnecting to CTI manager 5 times before closing all the opened devices and provider.
  - Enterprise parameter “Enable IPv6” is disabled and CTI manager is restarted – JTAPI will not be able to reconnect to CTI Manager, as it no longer supports IPv6 address but JTAPI will try reconnecting to CTI Manager 5 more times (as the same can again be enabled on Cisco Unified Communications Manager) before closing all the devices and provider.
7. Enterprise parameter “Enable IPv6” is disabled. Application tries to open a provider with IPv6 address. JTAPI will not be able to open a connection with CTI manager. Retry attempts are applicable only if connection gets established once, but since in this scenario even the first attempt is failing so there will be no subsequent reconnect attempts.

Enterprise parameter “Enable IPv6” is enabled. Application does an open provider by providing the list of CTI Manager IPs as

- IPv4 address of CTI Manager1
- IPv6 address of CTI Manager1
- IPv4 address of CTI Manager2
- IPv6 address of CTI Manager2

Now once the JTAPI is able to establish a connection with CTI Manager and later on if CTI Manager1 goes down, in failover attempt application can see delay in connecting as JTAPI will first try to connect with IPv6 address of CTI Manager1 (which is next in the list) even though that IP address is of the same CTI Manager and only on Mangerce it times out it will try with the IPv4 address of the CTI Manager2 which will succeed (assuming CTI Manager2 is running).

## Calling Party IP Address Scenarios

1. Ipv6 enabled phone calls a CTI controllable device. Subsequently, the CTI controllable device is monitored by a JTAPI application. JTAPI will generate a CiscoCallCtlConnOfferedEv (non-Route Points) or CiscoRouteEvent (Route Points) notification containing an Ipv6 calling party IP address.  
getCallingPartyIpAddr() will return NULL  
getCallingPartyIpAddr\_v6() will return the actual calling Party IPv6 address.
2. Ipv4 enabled phone calls a CTI controllable device. Subsequently, the CTI controllable device is monitored by a JTAPI application. JTAPI will generate a CiscoCallCtlConnOfferedEv (non-Route Points) or CiscoRouteEvent (Route Points) notification containing an Ipv4 calling party IP address (existing behavior)

getCallingPartyIpAddr() will return the actual calling Party IPv4 address.

getCallingPartyIpAddr\_v6() will return NULL.

3. Ipv6 only phone calls a CTI controllable device that is already monitored by a JTAPI application. JTAPI will generate a CiscoCallCtlConnOfferedEv (non-Route Points) or CiscoRouteEvent (Route Points) notification containing an Ipv6 calling party IP address.

getCallingPartyIpAddr() will return NULL

getCallingPartyIpAddr\_v6() will return the actual calling Party IPv6 address

4. Ipv4 enabled phone calls a CTI controllable device that is already monitored by a JTAPI application. JTAPI will generate a CiscoCallCtlConnOfferedEv (non-Route Points) or CiscoRouteEvent (Route Points) notification containing an Ipv4 formatted calling party IP address.

getCallingPartyIpAddr() will return the actual calling Party IPv4 address.

getCallingPartyIpAddr\_v6() will return NULL.

5. Ipv4\_v6(Two Stack) phone calls a CTI controllable device. Subsequently, the CTI controllable device is monitored by a JTAPI application. JTAPI will generate a CiscoCallCtlConnOfferedEv (non-Route Points) or CiscoRouteEvent (Route Points) notification containing an Ipv4 and Ipv6 calling party IP addresses.

getCallingPartyIpAddr() will return the actual calling Party IPv4 address.

getCallingPartyIpAddr\_v6() will return the actual calling Party IPv6 address

6. Ipv4\_v6(Two Stack) phone calls a CTI controllable device that is already monitored by a JTAPI application. JTAPI will generate a CiscoCallCtlConnOfferedEv (non-Route Points) or CiscoRouteEvent (Route Points) notification containing an Ipv4 and Ipv6 calling party IP addresses.

getCallingPartyIpAddr() will return the actual calling Party IPv4 address.

getCallingPartyIpAddr\_v6() will return the actual calling Party IPv6 address

## RTP Addresses

1. An Ipv6 enabled phone calls an Ipv6 JTAPI Observed phone and the call is answered. JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address.
  - CiscoRTPInputStartedEv containing the Ipv6 RTP address of the monitored phone.
2. An Ipv4 enabled phone calls an Ipv4 JTAPI Observed phone and the call is answered. JTAPI will generate(existing behavior):
  - CiscoRTPOutputStartedEv containing the far-end Ipv4 RTP address.
  - CiscoRTPInputStartedEv containing the Ipv4 RTP address of the monitored phone.
3. An Ipv4 enabled phone calls an Ipv6 JTAPI Observed device and the call is answered. JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.
  - CiscoRTPInputStartedEv containing the Ipv6 RTP address of the monitored phone.

4. An Ipv6 enabled phone calls an Ipv4 JTAPI Observed device and the call is answered. JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv4 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.
  - CiscoRTPInputStartedEv containing the Ipv4 RTP address of the monitored phone.
5. A Dual stack(Ipv4\_v6) phone calls another dual stack(Ipv4\_v6) JTAPI Observed device, preferred media termination is set to IPv6, and the call is answered then JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address of the calling device.
  - CiscoRTPInputStartedEv containing the Ipv6 RTP address of the monitored phone.
6. A Dual stack(Ipv4\_v6) phone calls another dual stack(Ipv4\_v6) JTAPI Observed device, preferred media termination is set to IPv4, and the call is answered then JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv4 RTP address of the calling device.
  - CiscoRTPInputStartedEv containing the Ipv4 RTP address of the monitored phone.
7. A Dual stack(Ipv4\_v6) phone calls an Ipv4 JTAPI Observed device and the call is answered then JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv4 RTP address of the calling device.
  - CiscoRTPInputStartedEv containing the Ipv4 RTP address of the monitored phone.
8. A Dual stack(Ipv4\_v6) phone calls an Ipv6 JTAPI Observed device and the call is answered then JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address of the calling device.
  - CiscoRTPInputStartedEv containing the Ipv6 RTP address of the monitored phone.
9. An IPv4 phone calls a dual stack (Ipv4\_v6) JTAPI Observed device and the call is answered then JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv4 RTP address of the calling device.
  - CiscoRTPInputStartedEv containing the Ipv4 RTP address of the monitored phone.
10. An IPv6 phone calls a dual stack (Ipv4\_v6) JTAPI Observed device and the call is answered then JTAPI will generate:
  - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address of the calling device.
  - CiscoRTPInputStartedEv containing the Ipv6 RTP address of the monitored phone.
11. JTAPI observed IPv6 phone(A) calls JTAPI observed IPv4 phone(B). B answers and consults IPv6 phone(C) for Transfer. C answers and B completes the Transfer, then JTAPI will generate:
  - At A:
    - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address of C.
    - CiscoRTPInputStartedEv containing the Ipv6 RTP address of A.



- At C:
    - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address of A.
    - CiscoRTPInputStartedEv containing the Ipv4 RTP address of C.
12. JTAPI observed IPv4 phone(A) calls JTAPI observed IPv4 phone(B). B answers and consults IPv6 phone(C) for Transfer. C answers and B completes the Transfer, then JTAPI will generate:
- At A:
    - CiscoRTPOutputStartedEv containing the far-end Ipv4 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.
    - CiscoRTPInputStartedEv containing the Ipv4 RTP address of A.
  - At C:
    - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.
    - CiscoRTPInputStartedEv containing the Ipv6 RTP address of C.
13. JTAPI observed IPv6 phone(A) calls JTAPI observed IPv4 phone(B). B answers and consults IPv6 phone(C) for conference. C answers and B completes the conference. Conference Bridge has an IPv4 address. Then JTAPI will generate:
- At A:
    - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.
    - CiscoRTPInputStartedEv containing the Ipv6 RTP address of A.
  - At B:
    - CiscoRTPOutputStartedEv containing the far-end Ipv4 RTP address of the Conference Bridge.
    - CiscoRTPInputStartedEv containing the Ipv4 RTP address of B.
  - At C:
    - CiscoRTPOutputStartedEv containing the far-end Ipv6 RTP address which corresponds to the MTP that was automatically inserted by Call Manager to perform Ipv4/Ipv6 conversion.
    - CiscoRTPInputStartedEv containing the Ipv6 RTP address of C.

## CTI Port/Route Point Registration Scenarios

1. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv4\_v6'. Application tries to do a static register of that CTI Port/Route Point to CTIManager with IPv6 address and Application addressing capability as IPv6. The registration will succeed and CTI Port/Route Point will get registered with CTIManager with IPv6 address.

2. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv4\_v6'. Application tries to do a static register of that CTI Port/Route Point to CTIManager with IPv4 address and Application addressing capability as IPv4. The registration will succeed and CTI Port/Route Point will get registered with CTIManager with IPv4 address.
3. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv4\_v6'. Application tries to do a static register of that CTI Port/Route Point to CTIManager with IPv4 and IPv6 addresses and Application addressing capability as IPv4\_v6. The registration will succeed and CTI Port/Route Point will get registered with CTIManager with IPv4 and IPv6 addresses.
4. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv4 only'. Application tries to do a static register of that CTI Port/Route Point to CTIManager with IPv4 address and Application addressing capability as IPv4. The registration will succeed and CTI Port/Route Point will get registered with CTIManager with IPv4 address.
5. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv6 only'. Application tries to do a static register of that CTI Port/Route Point to CTIManager with IPv6 address and Application addressing capability as IPv6. The registration will succeed and CTI Port/Route Point will get registered with CTIManager with IPv6 address.
6. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv4 only'. Application tries a static register of that CTI Port/Route Point by providing an IPv6 address or/and by advertising application addressing capability as IPv6 (or Ipv4\_v6) only then request will fail with a CiscoRegistrationException.
7. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv6 only'. Application tries to dynamically register that CTI Port/Route Point to CTIManager. IP capabilities advertised by the application at the time of registration are IPv4 (or IPv4\_v6) only. Then the request will be denied with a CiscoRegistrationException.
8. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv4 only (or IPv4\_v6 both)'. Application tries to dynamically register that CTI Port/Route Point to CTIManager. IP capabilities advertised by the application at the time of registration are IPv4 only. Then the registration will succeed and CTI Port/Route point will get registered with IPv4 address when the same is provided with SetRTTPParams request.
9. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv6 only (or IPv4\_v6 both)'. Application tries to dynamically register that CTI Port/Route Point to CTIManager. IP capabilities advertised by the application at the time of registration are IPv6 only. Then the registration will succeed and CTI Port/Route point will get registered with IPv6 address when the same is provided with SetRTTPParams request.
10. CTI Port/Route Point has 'IP Addressing Mode' configured as 'IPv4\_v6 both'. Application tries to dynamically register that CTI Port/Route Point to CTIManager. IP capabilities advertised by the application at the time of registration are IPv4\_v6 both. Then the registration will succeed and CTI Port/Route point will get registered with IPv4\_v6 address when the same is provided with SetRTTPParams request.
11. If an application tries to dynamically register a CTI Port/Route Point by advertising its IP capabilities as IPv6, which is already registered to another application with IPv4 address. Then the request will be declined with a CiscoRegistrationException or "CiscoTermRegistrationFailedEv" will be sent with new reason code "IP\_CAPABILITY\_MISMATCH".

## Advance Test Cases

1. Application does a provider Open with IPv4 address to a CTI Manager which has enterprise parameter “Enable IPv6” enabled. Application tries to register a CTI Port/Route point with an IPv6 address whose device IP Addressing Mode is set to “IPv4\_v6” by advertising applications addressing capability as “IPv6 only”. The registration request will succeed.
2. JTAPI observed IPv6 device A calls another JTAPI observed IPv4 device B, call is offered and answered at B. In that case:

CiscoCallCtlConnOfferedEv.getCallingPartyIpAddr() will return NULL

CiscoCallCtlConnOfferedEv.getCallingPartyIpAddr\_v6() will be the actual calling Party IPv6 address

• At B:

- CiscoRTPInputStartedEv will have B’s IPv4 Address
- CiscoRTPOutputStartedEv will have IPv4 address of the MTP Resource

Interesting thing to notice here is CiscoRTPOutputStartedEv has an IPv4 address while calling party IP Address is an IPv6 address.

## Direct Transfer Across Lines Use Cases

| Action                                                                                                                                                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info/Expected Result                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <p>Application is observing A, B1, B2, and C (B1 and B2 are two Addresses on the same Terminal TB)</p> <p>A calls B1, B1 answers – GC1</p> <p>B2 calls C, C answers – GC2</p> <p>setTransferController to B1</p> <p>GC1.transfer(GC2)</p>                               | <p>GC1: CiscoTransferStartEv</p> <p>GC1: CiscoCallChangedEv</p> <p>GC1: ConnCreatedEv for C</p> <p>GC1: ConnConnectedEv for C</p> <p>GC1: CallCtlConnEstablishedEv for C</p> <p>GC1: TermConnCreatedEv for TC</p> <p>GC1: TermConnActiveEvent for TC</p> <p>GC1: CallCtlTermConnTalkingEv TC</p> <p>GC2: TermConnDroppedEv for TC</p> <p>GC2: CallCtlTermConnDroppedEv for TC</p> <p>GC2: ConnDisconnectedEv for C</p> <p>GC2: CallCtlConnDisconnectedEv for C</p> <p>GC1: TermConnDroppedEv for TB</p> <p>GC1: CallCtlTermConnDroppedEv for TB</p> <p>GC1: ConnDisconnectedEv for B1</p> <p>GC1: CallCtlConnDisconnectedEv for B1</p> <p>GC2: TermConnDroppedEv for TB</p> <p>GC2: CallCtlTermConnDroppedEv for TB</p> <p>GC2: ConnDisconnectedEv for B2</p> <p>GC2: CallCtlConnDisconnectedEv for B2</p> <p>GC2: CallInvalidEvent</p> <p>GC2: CallObservationEndedEv</p> <p>GC1: CiscoTransferEndEv</p> | <p>CiscoTransferStartEv.</p> <p>getControllerTerminalName() returns Terminal name for B1&amp;B2</p> |
| <p>Application is observing A, B1, B2, and C (B1 and B2 are two Addresses on the same Terminal which allows connected transfer across lines over phone manually which supports this feature)</p> <p>A calls B1, B1 answers – GC1</p> <p>B2 calls C, C answers – GC2</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>CiscoTransferStartEv.</p> <p>getControllerTerminalName() returns Terminal name for B1&amp;B2</p> |

| Action                                                                                                                                              | Events                                                                                                                                                                                                                                                                              | Call info/Expected Result |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| User B2 presses transfer and user selects active call(A→ B call) from the phone UI and presses transfer again to do connected Transfer Across Lines | GC2: CallCtlTermConnHeldEv for TB<br>GC3: CiscoConsultCallActiveEv<br>GC3: ConnCreatedEv for B2<br>GC3: ConnConnectedEv for B2<br>GC3: CallCtlConnInitiatedEv for B2<br>GC3: TermConnCreatedEv for TB2<br>GC3: TermConnActiveEvent for TB2<br>GC3: CallCtlTermConnTalkingEv for TB2 |                           |

| Action                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info/Expected Result |
|-------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| User Presses transfer again to complete connected transfer across lines | GC3: TermConnDroppedEv for TB2<br>GC3: CallCtlTermConnDroppedEv for TB2<br>GC3: ConnDisconnectedEv for B2<br>GC3: CallCtlConnDisconnectedEv for B2<br>GC3: CallInvalidEvent<br>GC3: CallObservationEndedEv<br>GC2: CiscoTransferStartEv<br>GC1: CiscoCallChangedEv<br>GC2: ConnCreatedEv for A<br>GC2: ConnConnectedEv for A<br>GC2: CallCtlConnEstablishedEv for A<br>GC2: TermConnCreatedEv for TA<br>GC2: TermConnActiveEvent for TA<br>GC2: CallCtlTermConnTalkingEv for TA<br>GC1: TermConnDroppedEv for TA<br>GC1: CallCtlTermConnDroppedEv for TA<br>GC1: ConnDisconnectedEv for A<br>GC1: CallCtlConnDisconnectedEv for A<br>GC2: TermConnDroppedEv for TB2<br>GC2: CallCtlTermConnDroppedEv for TB2<br>GC2: ConnDisconnectedEv for B2<br>GC2: CallCtlConnDisconnectedEv for B2<br>GC1: TermConnDroppedEv for TB1<br>GC1: CallCtlTermConnDroppedEv for TB1<br>GC1: ConnDisconnectedEv for B1<br>GC1: CallCtlConnDisconnectedEv for B1<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv<br>GC2: CiscoTransferEndEv |                           |

| Action                                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info/Expected Result                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| Application is observing A, B1, B2:<br>A calls B1, B1 answers – GC1<br>B2 calls C, C answers - GC2<br>setTransferController to B1<br>GC1.transfer(GC2) | GC1: CiscoTransferStartEv<br>GC1: CiscoCallChangedEv<br>GC1: ConnCreatedEv for C<br>GC1: ConnConnectedEv for C<br>GC1: CallCtlConnEstablishedEv for C<br>GC2: ConnDisconnectedEv for C<br>GC2: CallCtlConnDisconnectedEv for C<br>GC1: TermConnDroppedEv for TB<br>GC1: CallCtlTermConnDroppedEv for TB<br>GC1: ConnDisconnectedEv for B1<br>GC1: CallCtlConnDisconnectedEv for B1<br>GC2: TermConnDroppedEv for TB<br>GC2: CallCtlTermConnDroppedEv for TB<br>GC2: ConnDisconnectedEv for B2<br>GC2: CallCtlConnDisconnectedEv for B2<br>GC2: CallInvalidEvent<br>GC2: CallObservationEndedEv<br>GC1: CiscoTransferEndEv | CiscoTransferStartEv.<br>getControllerTerminalName() returns Terminal name for B1&B2 |

| Action                                                                                                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call info/Expected Result                                                                        |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| <p>Application is observing B1, B2:<br/>A calls B1, B1 answers – GC1<br/>B2 calls C, C answers - GC2<br/>setTransferController to B1<br/>GC1.transfer(GC2)</p>  | <p>GC1: CiscoTransferStartEv<br/>GC1: ConnDisconnectedEv for A<br/>GC1: CallCtlConnDisconnectedEv for A<br/>GC1: TermConnDroppedEv for TB<br/>GC1: CallCtlTermConnDroppedEv for TB<br/>GC1: ConnDisconnectedEv for B1<br/>GC1: CallCtlConnDisconnectedEv for B1<br/>GC1: CallInvalidEv<br/>GC2: ConnDisconnectedEv for C<br/>GC2: CallCtlConnDisconnectedEv for C<br/>GC2: TermConnDroppedEv for TB<br/>GC2: CallCtlTermConnDroppedEv for TB<br/>GC2: ConnDisconnectedEv for B2<br/>GC2: CallCtlConnDisconnectedEv for B2<br/>GC2: CallInvalidEvent<br/>GC1: CiscoTransferEndEvGC1:<br/>CallObservationEndedEv</p> | <p>CiscoTransferStartEv.<br/>getControllerTerminalName() returns Terminal name for B1&amp;B2</p> |
| <p>Application is observing only B1:<br/>A calls B1, B1 answers – GC1<br/>B2 calls C, C answers - GC2<br/>setTransferController to B1<br/>GC1.transfer(GC2)</p> | <p>JTAPI will thstrow PlatformException “Transfer controller is not set and could not find a suitable TerminalConnection”. Since JTAPI can not get/find call leg for B2 from GC2</p>                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                  |



| Action                                                                                                                                                                                                                                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call info/Expected Result                                                                                             |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <p>Application is observing only A:<br/>                     A calls B1, B1 answers – GC1<br/>                     B2 calls C, C answers - GC2<br/>                     User presses transfer and selects active call(A → B call) from the phone UI and presses Transfer again to do Connected Transfer Across Lines</p> | <p>GC2: CallActiveEvent<br/>                     GC2: ConnCreatedEv for A<br/>                     GC2: ConnCreatedEv for C<br/>                     GC1: CiscoCallChangedEv<br/>                     GC2: ConnConnectedEv for A<br/>                     GC2: CallCtlConnEstablishedEv for A<br/>                     GC2: TermConnCreatedEv for A<br/>                     GC2: TermConnActiveEvent for A<br/>                     GC2: CallCtlTermConnTalkingEv for A<br/>                     GC2: ConnConnectedEv for C<br/>                     GC2: CallCtlConnEstablishedEv for C<br/>                     GC1: ConnDisconnectedEv for B1<br/>                     GC1: CallCtlConnDisconnectedEv for B1<br/>                     GC1: TermConnDroppedEv for A<br/>                     GC1: CallCtlTermConnDroppedEv for A<br/>                     GC1: ConnDisconnectedEv for A<br/>                     GC1: CallCtlConnDisconnectedEv for A<br/>                     GC1: CallInvalidEvent<br/>                     GC1: CallObservationEndedEv</p> | <p>CiscoTransferStartEv.<br/>                     getControllerTerminalName() returns Terminal name for B1&amp;B2</p> |
| <p>Application is observing only B2:<br/>                     A calls B1, B1 answers – GC1<br/>                     B2 calls C, C answers - GC2<br/>                     setTransferController to B1<br/>                     GC1.transfer(GC2)</p>                                                                      | <p>JTAPI will thstrow PlatformException “Transfer controller is not set and could not find a suitable TerminalConnection” Since JTAPI can not get/find call leg for B1 from GC1</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                       |

| Action                                                                                                                                                                                                                                                           | Events                                                                                                                                                                                                                                                         | Call info/Expected Result                                                                                              |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| <p>Application is observing only C:</p> <p>A calls B1, B1 answers – GC1</p> <p>B2 calls C, C answers - GC2</p> <p>User presses transfer and selects active call(A→B call) from the phone UI and preses Transfer again to do Connected Transfer Across Lines.</p> | <p>GC2: CiscoTransferStartEv</p> <p>GC2: ConnDisconnectedEv for B2</p> <p>GC2: CallCtlConnDisconnectedEv for B2</p> <p>GC2: ConnCreatedEv for A</p> <p>GC2: ConnConnectedEv for A</p> <p>GC2: CallCtlConnEstablishedEv for AGC2:</p> <p>CiscoTransferEndEv</p> | <p>CiscoTransferStartEv.</p> <p>getControllerTerminalName() returns Terminal name for B1&amp;B2</p>                    |
| <p>New user role(Standard Supports Connected Xfer/Conf) is associated with application user</p> <p>Application opens a provider and disassociates the above mentioned user role</p>                                                                              | <p>JTAPI delivers:</p> <p>ProvInServiceEv</p> <p>CiscoProviderCapabilityChangedEv</p> <p>CiscoTermRestrictedEv</p> <p>CiscoAddrRestrictedEv</p> <p>(for all the phones that support connected tx/conf across lines)</p>                                        | <p>CiscoProviderCapabilityChangedEv.</p> <p>hasConnectedTransfer</p> <p>ConferenceCapabilityChanged() returns True</p> |

| Action                                                                                                                                                                                                                                                           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info/Expected Result                                                                           |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| <p>Application is observing A, B1, B2, C and C' (B1 and B2 are two Addresses on the same Terminal, C' is sharedline of C)</p> <p>A calls B1, B1 answers – GC1</p> <p>B2 calls C, C answers – GC2</p> <p>setTransferController to B1</p> <p>GC1.transfer(GC2)</p> | <p>At Transfer:</p> <p>GC1: CiscoTransferStartEvGC2:<br/>CiscoCallChangedEv</p> <p>GC1: ConnCreatedEv for C</p> <p>GC1: ConnConnectedEv for C</p> <p>GC1: CallCtlConnEstablishedEv for C</p> <p>GC1: TermConnCreatedEv for TC'</p> <p>GC1: TermConnPassiveEvent for TC'</p> <p>GC1: CallCtlTermConnInUseEv for TC'</p> <p>GC2: TermConnDroppedEv for TC'</p> <p>GC2: CallCtlTermConnDroppedEv for TC'</p> <p>GC2: CiscoCallChangedEv</p> <p>GC1: TermConnCreatedEv for TC</p> <p>GC1: TermConnActiveEvent for TC</p> <p>GC1: CallCtlTermConnTalkingEv for TC</p> <p>GC2: TermConnDroppedEv for TC</p> <p>GC2: CallCtlTermConnDroppedEv for TC</p> <p>GC2: ConnDisconnectedEv for C</p> <p>GC2: CallCtlConnDisconnectedEv for C</p> <p>GC1: TermConnDroppedEv for TB</p> <p>GC1: CallCtlTermConnDroppedEv for TB</p> <p>GC1: ConnDisconnectedEv for B1</p> <p>GC1: CallCtlConnDisconnectedEv for B1</p> <p>GC2: TermConnDroppedEv for TB</p> <p>GC2: CallCtlTermConnDroppedEv for TB</p> <p>GC2: ConnDisconnectedEv for B2</p> <p>GC2: CallCtlConnDisconnectedEv for B2</p> <p>GC2: CallInvalidEvent</p> <p>GC2: CallObservationEndedEv</p> <p>GC1: CiscoTransferEndEv</p> | <p>CiscoTransferStartEv.</p> <p>getControllerTerminalName() returns Terminal name for B1&amp;B2</p> |

| Action                                                                                                                                                                                                        | Events                                                                                                                                                                                                                | Call info/Expected Result                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|
| <p>New user role(Standard Supports Connected Xfer/Conf) is not associated with application user</p> <p>Application tries to add observer on phone which allows connected transfer/conference across lines</p> | <p>Phones that allow connected transfer/conference across lines are exposed as restricted.</p> <p>JTAPI thstrows PlatformExceptionImpl ("Terminal is restricted", CiscoJtapiException.CTIERR_DEVICE_RESTRICTED ).</p> | <p>CiscoTerminal.isRestricted() returns TRUE</p>                                                         |
| <p>New user role(Standard Supports Connected Xfer/Conf) is not associated with application user</p> <p>Application opens a provider and associates the above mentioned user role</p>                          | <p>JTAPI delivers:</p> <p>ProvInServiceEv</p> <p>CiscoProviderCapabilityChangedEv</p> <p>CiscoAddrActivatedEv</p> <p>CiscoTermActivatedEv</p> <p>(for all the phones that support connected tx/conf across lines)</p> | <p>CiscoProviderCapabilityChangedEv. hasConnectedTransferConference CapabilityChanged() returns True</p> |

## Connected Conference or Join Across Lines Use Cases - New Phones Behavior

| Action                                                                                                                                                                                                                                                                                                                                 | Events | Call info/Expected result |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|---------------------------|
| <p>New Role “Standard Supports Connected Xfer/Conf” to control phones which support connected conference across lines is Not Associated with user.Phones TA(Line A), TB(Lines B1, B2) and T3(Lines C); TC is a phones which allows connected conference across lines.</p> <p>Observe All;<br/>GC1: A calls B1,<br/>GC2: B2 calls C</p> |        |                           |

| Action                                                                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info/Expected result                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| Do connected Conference Across Lines manually on Phone TB (which supports this feature) to conference GC1 and GC2 | <p>App, gets an PlatformExceptionImpl ("Terminal is restricted",<br/>CiscoJtapiException.CTIERR_DEVICE_RESTRICTED ) when the add observer on TB, B1 and B2</p> <p>GC2: CallCtITermConnHeldEv for TB<br/>GC3: CiscoConsultCallActiveEv<br/>GC3: ConnCreatedEv for B<br/>GC3: ConnConnectedEv for B<br/>GC3: CallCtIConnInitiatedEv for B<br/>GC3: ConnDisconnectedEv for B<br/>GC3: CallCtIConnDisconnectedEv for B<br/>GC3: CallInvalidEvent<br/>GC3: CallObservationEndedEv<br/>GC2: CiscoConferenceStartEv<br/>GC1: CiscoCallChangedEv<br/>GC2: ConnCreatedEv for A<br/>GC2: ConnConnectedEv for A<br/>GC2: CallCtIConnEstablishedEv for A<br/>GC2: TermConnCreatedEv for TA<br/>GC2: TermConnActiveEvent for TA<br/>GC2: CallCtITermConnTalkingEv for TA<br/>GC1: TermConnDroppedEv for TA<br/>GC1: CallCtITermConnDroppedEv for TA<br/>GC1: ConnDisconnectedEv for A<br/>GC1: CallCtIConnDisconnectedEv for A<br/>GC1: ConnDisconnectedEv for B<br/>GC1: CallCtIConnDisconnectedEv for B<br/>GC1: CallInvalidEvent<br/>GC1: CallObservationEndedEv<br/>GC2: CiscoConferenceEndEv</p> | <p>CiscoConferenceStartEv.getControllerAddress() returns<br/>B1CiscoConferenceStartEv.getControllerTerminalName() returns TB</p> |

## Enhanced MWI Use Cases

| Action                                                                                                                                                               | Result                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------|
| Application calls CiscoAddress.setMessageSummary() to set voice and fax counts on a phone that supports the enhanced message waiting counts.                         | Phone displays updated voice and fax counts provided and also updates the MWI indicator accordingly. A successful response is returned. |
| Application calls CiscoAddress.setMessageSummary() to set voice and fax counts on a phone that does not support the enhanced message waiting counts.                 | Phone only updates the MWI indicator accordingly—no voice and fax counts are displayed on the phone. A successful response is returned  |
| Application calls CiscoAddress.setMessageSummary() to set voice counts, but the “high priority” voice counts provided are bigger than “total” voice counts provided. | The request fails with the following error returned: INVALID_HIGH_PRIORITY_VOICE_COUNTS                                                 |

| Action                                                                                                                                                      | Result                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Application calls <code>CiscoAddress.setMessageSummary()</code> to set fax counts, but the “total” fax counts provided is bigger than maximum size allowed. | The request fails with the following error returned:<br><code>INVALID_TOTAL_FAX_COUNTS</code> |

## Join Across Lines Enhancements

A, C, D, E and F are addresses on different terminals. B1 and B2 are addresses on the same terminal TermB.

A, B1 and C are in a conference call GC1 with B1 as the controller and connected to conference bridge Conference-1. B2, D and E are in conference call GC2 with D as controller and connected to bridge Conference-2.

| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application conferences the two calls on B1 and B2 by invoking GC1.conference(GC2) to chain two conference call.</p> | <p><b>Events to CallObserver of A, C and B1:</b><br/>           TermConnActiveEv TermB GC1<br/>           CallCtlTermConnTalkingEv TermB GC1 Cause = NORMAL,<br/>           callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-2 GC1<br/>           ConnConnectedEv Conference-2 GC1<br/>           CallCtlConnEstablishedEv Conference-2 GC1 Cause = NORMAL,<br/>           callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv GC1<br/>           Ev.getAddedConnection will return connection for Conference-2<br/>           Ev.getConferenceChain().getChainedConferenceConnections()<br/>           will return connections of<br/>           Conference-2Ev.getConferenceChain().getChainedConferenceCalls()<br/>           will returnGC1</p> <p><b>Event for CallObserver at B2, D &amp; E:</b></p> <p>ConnDisconnectedEv B2 GC2 Cause = NORMAL<br/>           CallCtlConnDisconnectedEv B2 GC2 Cause = NORMAL,<br/>           callCtlCause = CAUSE_CONFERENCE<br/>           TermConnDroppedEv TermB GC2 Cause = NORMAL<br/>           CallCtlTermConnDroppedEv TermB GC2 Cause = NORMAL,<br/>           callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC2<br/>           ConnConnectedEv Conference-1 GC2<br/>           CallCtlConnEstablishedEv Conference-1 GC2 Cause = NORMAL,<br/>           callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC2<br/>           Ev.getAddedConnection will return connection of Conference-1<br/>           Ev.getConferenceChain().getChainedConferenceConnections()<br/>           will return connections of Conference-1 &amp; Conference-2<br/>           Ev.getConferenceChain().getChainedConferenceCalls() will return<br/>           GC1 &amp; GC2</p> |



| Action                                                                        | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application invokes GC2.conference(GC1) to chain two conference calls.</p> | <p><b>Event for CallObserver at B2, D &amp; E:</b></p> <p>TermConnActiveEv TermB GC2<br/> CallCtlTermConnTalkingEv TermB GC2 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC2<br/> ConnConnectedEv Conference-1 GC2<br/> CallCtlConnEstablishedEv Conference-1 GC2 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC2<br/> Ev.getAddedConnection will return connection for Conference-1<br/> Ev.getConferenceChain().getChainedConferenceConnections()<br/> will return connections of Conference-1<br/> Ev.getConferenceChain().getChainedConferenceCalls() will return GC2</p> <p><b>Events for CallObservers at A, B1 &amp; C:</b></p> <p>ConnDisconnectedEv B1 GC1 Cause = NORMAL<br/> CallCtlConnDisconnectedEv B1 GC1 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE<br/> TermConnDroppedEv TermB GC1 Cause = NORMAL<br/> CallCtlTermConnDroppedEv TermB GC1 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-2 GC1<br/> ConnConnectedEv Conference-2 GC1<br/> CallCtlConnEstablishedEv Conference-2 GC1 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC1<br/> Ev.getAddedConnection will return connection for Conference-2<br/> Ev.getConferenceChain().getChainedConferenceConnections()<br/> will return connections of Conference-2<br/> Ev.getConferenceChain().getChainedConferenceCalls() will returnGC1</p> |

| Action                                                                                                                                                                                                                            | Events |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| <p>A, B1, C are in conference-1 (GC1), B1, D, E are in conference-2 ( GC2), B2, F, G are in conference-3 (GC-3)</p> <p>Application completes conference at C by initiating GC1.conference(GC2, GC3) setting B1 as controller.</p> |        |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p><b>Event for CallObserver at A, B1 &amp; C:</b></p> <p>TermConnActiveEv TermB GC1<br/> CallCtlTermConnTalkingEv TermB GC1 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-2 GC1<br/> ConnConnectedEv Conference-2 GC1<br/> CallCtlConnEstablishedEv Conference-2 GC1 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC1<br/> Ev.getAddedConnection will return connection for Conference-2<br/> Ev.getConferenceChain().getChainedConferenceConnections()<br/> will return connections of Conference-2<br/> Ev.getConferenceChain().getChainedConferenceCalls() will return GC1</p> <p>TermConnDroppedEv TermB GC2<br/> CallCtlTermConnDroppedEvTermB GC2</p> <p>ConnCreatedEv Conference-3 GC1<br/> ConnConnectedEv Conference-3 GC1<br/> CallCtlConnEstablishedEv Conference-3 GC1 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC1<br/> Ev.getAddedConnection will return connection for Conference-3<br/> Ev.getConferenceChain().getChainedConferenceConnections()<br/> will return connections of Conference-2 &amp; Conference-3<br/> Ev.getConferenceChain().getChainedConferenceCalls() will return GC2<br/> &amp; GC3</p> <p><b>Event for CallObserver at B1, D &amp; E:</b></p> <p>ConnDisconnectedEv B1 GC2 Cause = NORMAL<br/> CallCtlConnDisconnectedEv B1 GC2 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE<br/> TermConnDroppedEv TermB GC2 Cause = NORMAL<br/> CallCtlTermConnDroppedEv TermB GC2 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC2<br/> ConnConnectedEv Conference-1 GC2<br/> CallCtlConnEstablishedEv Conference-1 GC2 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC2<br/> Ev.getAddedConnection will return connection for Conference-1<br/> Ev.getConferenceChain().getChainedConferenceConnections()<br/> will return connections of Conference-1-GC2<br/> Ev.getConferenceChain().getChainedConferenceCalls() will returnGC2</p> <p><b>Event for CallObserver at B2, F &amp; G:</b></p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>ConnDisconnectedEv B2 GC3 Cause = NORMAL<br/> CallCtlConnDisconnectedEv B2 GC3 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE<br/> TermConnDroppedEv TermB GC3 Cause = NORMAL<br/> CallCtlTermConnDroppedEv TermB GC3 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>ConnCreatedEv Conference-1 GC3<br/> ConnConnectedEv Conference-1 GC3<br/> CallCtlConnEstablishedEv Conference-1 GC3 Cause = NORMAL,<br/> callCtlCause = CAUSE_CONFERENCE</p> <p>CiscoConferenceChainAddedEv – GC3<br/> Ev.getAddedConnection will return connection for Conference-1<br/> Ev.getConferenceChain().getChainedConferenceConnections()<br/> will return connections of Conference-1<br/> Ev.getConferenceChain().getChainedConferenceCalls() will return GC3</p> |

Call Scenario: A, B1 and C are in conference call GC1 with B1 as controller. B2 is in call GC2 with D

| Action                                                                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application sets the requestor as B2 and calls GC2.conference(GC1)</p> <p>getControllerAddress() returns B2.</p> <p>getOriginalControllerAddress() returns B1.</p> | <p>A</p> <p>CiscoConferenceStartEv</p> <p>CallCtlTermConnTalkingEvTermB GC1</p> <p>ConnCreatedEv D GC1</p> <p>ConnConnectedEv D GC1</p> <p>CallCtlTermConnDroppedEv TermB GC2</p> <p>CiscoConferenceEndEv</p> <p>B1</p> <p>CallCtlTermConnHeldEv TermB GC1</p> <p>CiscoConferenceStartEv</p> <p>CallCtlTermConnTalkingEv TermB GC1</p> <p>ConnCreatedEv D</p> <p>ConnConnectedEv</p> <p>CiscoConferenceEndEv</p> <p>B2</p> <p>ConnDisconnectedEv B GC2</p> <p>CallCtlTermConnHeldEv TermB GC2</p> <p>D</p> <p>CallActiveEv GC2</p> <p>ConnAlertingEv D GC2</p> <p>ConnConnectedEv D GC2</p> <p>CiscoConferenceStartEv</p> <p>TermConnDroppedEv TermB GC2</p> <p>CallActiveEv GC1</p> <p>CiscoCallChangedEv</p> <p>TermConnTalkingEv TermB GC1</p> <p>TermConnDroppedEv TermD GC2</p> <p>CallObservationEndedEv GC2</p> <p>CiscoConferenceEndEv</p> |
| <p>If application uses B1 as request controller in the above setup</p> <p>getControllerAddress() returns B1.</p> <p>getOriginalControllerAddress() returns B1.</p>    | <p>Events are same as above</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

## Swap or Cancel and Transfer or Conference Behavior Change

|                                                                                              |                                                                                                                                                                                                                                                                                             |  |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p><b>Use Case 1</b></p>                                                                     |                                                                                                                                                                                                                                                                                             |  |
| <p>Connected Transfer on the phone which allows connected Transfer</p>                       | <p>GC1 &amp;<br/>GC2 call will be created as normal.</p>                                                                                                                                                                                                                                    |  |
| <p>A calls B, B answers – GC1<br/>B puts A→B call on hold<br/>B calls C, C answers – GC2</p> | <p>GC1: CallCtlTermConnHeldEv for TB</p>                                                                                                                                                                                                                                                    |  |
| <p>User B presses transfer and user selects active call(A→B call) from the phone UI</p>      | <p>GC2: CallCtlTermConnHeldEv for TB<br/>GC3: CiscoConsultCallActiveEv<br/>GC3: ConnCreatedEv for B<br/>GC3: ConnConnectedEv for B<br/>GC3: CallCtlConnInitiatedEv for B<br/>GC3: TermConnCreatedEv for TB<br/>GC3: TermConnActiveEvent for TB<br/>GC3: CallCtlTermConnTalkingEv for TB</p> |  |

|                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
|--------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p><b>Use Case 1</b></p>             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |  |
| <p>User B presses transfer again</p> | <p>GC3: TermConnDroppedEv for TB<br/>                 GC3: CallCtlTermConnDroppedEv for TB<br/>                 GC3: ConnDisconnectedEv for B<br/>                 GC3: CallCtlConnDisconnectedEv for B<br/>                 GC3: CallInvalidEvent<br/>                 GC3: CallObservationEndedEv<br/>                 GC2: CiscoTransferStartEv<br/>                 GC1: CiscoCallChangedEv<br/>                 GC2: ConnCreatedEv for A<br/>                 GC2: ConnConnectedEv for A<br/>                 GC2: CallCtlConnEstablishedEv for A<br/>                 GC2: TermConnCreatedEv for TA<br/>                 GC2: TermConnActiveEvent for TA<br/>                 GC2: CallCtlTermConnTalkingEv for TA<br/>                 GC1: TermConnDroppedEv for TA<br/>                 GC1: CallCtlTermConnDroppedEv for TA<br/>                 GC1: ConnDisconnectedEv for A<br/>                 GC1: CallCtlConnDisconnectedEv for A<br/>                 GC2: TermConnDroppedEv for TB<br/>                 GC2: CallCtlTermConnDroppedEv for TB<br/>                 GC2: ConnDisconnectedEv for B<br/>                 GC2: CallCtlConnDisconnectedEv for B<br/>                 GC1: TermConnDroppedEv for TB<br/>                 GC1: CallCtlTermConnDroppedEv for TB<br/>                 GC1: ConnDisconnectedEv for B<br/>                 GC1: CallCtlConnDisconnectedEv for B<br/>                 GC1: CallInvalidEvent<br/>                 GC1: CallObservationEndedEv<br/>                 GC2: CiscoTransferEndEv</p> |  |

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|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|--|
| <p><b>Use case 2</b></p>                                                                                                                                                                                                                                                                          |  |  |
| <p>Connected Transfer on phone with sharedline (A and A' are sharedlines)</p> <p>A calls B, B answers – GC1</p> <p>B puts A-&gt;B call on hold</p> <p>B calls C, C answers – GC2</p> <p>User B presses transfer and selects active calls (A-&gt;B call),</p> <p>User B presses transfer again</p> |  |  |



|                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|--------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|
| <p><b>Use case 2</b></p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |  |
|                          | <p>GC1 &amp; GC2 call will be created as normal.</p> <p>GC1: CallCtlTermConnHeldEv for TB</p> <p>GC2: CallCtlTermConnHeldEv for TB<br/>                 GC3: CiscoConsultCallActiveEv<br/>                 GC3: ConnCreatedEv for B<br/>                 GC3: ConnConnectedEv for B<br/>                 GC3: CallCtlConnInitiatedEv for B<br/>                 GC3: TermConnCreatedEv for TB<br/>                 GC3: TermConnActiveEvent for TB<br/>                 GC3: CallCtlTermConnTalkingEv for TB </p> <p>GC3: TermConnDroppedEv for TB<br/>                 GC3: CallCtlTermConnDroppedEv for TB<br/>                 GC3: ConnDisconnectedEv for B<br/>                 GC3: CallCtlConnDisconnectedEv for B<br/>                 GC3: CallInvalidEv<br/>                 GC2: CiscoTransferStartEv<br/>                 GC1: CiscoCallChangedEv<br/>                 GC2: ConnCreatedEv for A<br/>                 GC2: ConnConnectedEv for A<br/>                 GC2: CallCtlConnEstablishedEv for A<br/>                 GC2: TermConnCreatedEv for TA'<br/>                 GC2: TermConnPassiveEvent for TA'<br/>                 GC2: CallCtlTermConnInUseEv for TA'<br/>                 GC1: TermConnDroppedEv for TA'<br/>                 GC1: CallCtlTermConnDroppedEv for TA'<br/>                 GC2: TermConnCreatedEv for TA<br/>                 GC2: TermConnActiveEvent for TA<br/>                 GC2: CallCtlTermConnTalkingEv for TA<br/>                 GC1: TermConnDroppedEv for TA<br/>                 GC1: CallCtlTermConnDroppedEv for TA<br/>                 GC1: ConnDisconnectedEv for A<br/>                 GC1: CallCtlConnDisconnectedEv for A<br/>                 GC2:TermConnDroppedEv for TB2<br/>                 GC2: CallCtlTermConnDroppedEv for TB2<br/>                 GC2: ConnDisconnectedEv for B2<br/>                 GC2: CallCtlConnDisconnectedEv for B2</p> |  |

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| <b>Use case 2</b> |                                                                                                                                                                                                                                       |  |
|                   | GC1: TermConnDroppedEv for TB1<br>GC1: CallCtlTermConnDroppedEv for TB1<br>GC1: ConnDisconnectedEv for B1<br>GC1: CallCtlConnDisconnectedEv for B1<br>GC1: CallInvalidEvent<br>GC1: CallObservationEndedEv<br>GC2: CiscoTransferEndEv |  |

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| <b>Use case 3</b>                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                 |
| Connected Transfer/Conference<br>– Cancel feature<br><br>A calls B, B answers – GC1<br>B puts A→B call on hold<br>B calls C, C answers – GC2<br><br>User B presses transfer hard key<br><br><br>User B presses cancel key | GC1 & GC2 call will be created as normal.<br>GC1: CallCtlTermConnHeldEv for TB<br><br><br><br><br><br><br><br><br><br>GC2: CallCtlTermConnHeldEv for TB<br>GC3: CiscoConsultCallActiveEv<br>GC3: ConnCreatedEv for B<br>GC3: ConnConnectedEv for B<br>GC3: CallCtlConnInitiatedEv for B<br>GC3: TermConnCreatedEv for TB<br>GC3: TermConnActiveEvent for TB<br>GC3: CallCtlTermConnTalkingEv for TB<br><br><br><br><br><br>GC3: TermConnDroppedEv for TB<br>GC3: CallCtlTermConnDroppedEv for TB<br>GC3: ConnDisconnectedEv for B<br>GC3: CallCtlConnDisconnectedEv for B<br>GC3: CallInvalidEv<br>GC2: CiscoCallFeatureCancelledEv | CiscoCallFeatureCancelled<br>Ev.getConsultCall() returns<br>GC3 |

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| <p><b>Use case 4a</b></p>                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                       |
| <p>Connected Transfer/Conference<br/>– Cancel feature</p> <p>A calls B, B answers – GC1</p> <p>B puts A-&gt;B call on hold</p> <p>B calls C, C answers – GC2</p><br><p>User B presses transfer hard key</p><br><p>User press select active calls key.</p><br><p>User B presses cancel key</p> | <p>GC1 &amp; GC2 call will be created as normal.<br/>GC1: CallCtlTermConnHeldEv for TB</p><br><p>GC2: CallCtlTermConnHeldEv for TB<br/>GC3: CiscoConsultCallActiveEv<br/>GC3: ConnCreatedEv for B<br/>GC3: ConnConnectedEv for B<br/>GC3: CallCtlConnInitiatedEv for B<br/>GC3: TermConnCreatedEv for TB<br/>GC3: TermConnActiveEvent for TB<br/>GC3: CallCtlTermConnTalkingEv for TB</p> <p>GC3: TermConnDroppedEv for TB<br/>GC3: CallCtlTermConnDroppedEv for TB<br/>GC3: ConnDisconnectedEv for B<br/>GC3: CallCtlConnDisconnectedEv for B<br/>GC3: CallInvalidEv</p> <p>GC2: CiscoCallFeatureCancelledEv</p> | <p>CiscoCallFeatureCancelled<br/>Ev.getConsultCall() returns null</p> |

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| <p><b>Use case 4b</b></p>                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                          |
| <p>Connected Transfer/Conference<br/>– Cancel feature</p> <p>A calls B, B answers – GC1</p> <p>B puts A→B call on hold</p> <p>B calls C, C answers – GC2</p> <p>User B presses transfer (or conference) hard key.</p> <p>User press select active calls key and also selects GC1 (A→B call)</p> <p>User B presses cancel key</p> | <p>GC1 &amp; GC2 call will be created as normal.<br/>GC1: CallCtlTermConnHeldEv for TB</p> <p>GC2: CallCtlTermConnHeldEv for TB<br/>GC3: CiscoConsultCallActiveEv<br/>GC3: ConnCreatedEv for B<br/>GC3: ConnConnectedEv for B<br/>GC3: CallCtlConnInitiatedEv for B<br/>GC3: TermConnCreatedEv for TB<br/>GC3: TermConnActiveEvent for TB<br/>GC3: CallCtlTermConnTalkingEv for TB</p> <p>GC3: TermConnDroppedEv for TB<br/>GC3: CallCtlTermConnDroppedEv for TB<br/>GC3: ConnDisconnectedEv for B<br/>GC3: CallCtlConnDisconnectedEv for B<br/>GC3: CallInvalidEv</p> <p>GC2: CiscoCallFeatureCancelledEv</p> | <p>CiscoCallFeatureCancelled<br/>Ev.getConsultCall() returns<br/>GC1</p> |

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| <p><b>Use case 5</b></p>                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                               |
| <p>Consult Transfer – Swap calls<br/>                 A calls B, B answers – GC1<br/>                 B puts A→B call on hold<br/>                 B setup consult Transfer to C,<br/>                 C answers – GC2</p> <p>User B presses Swap key,</p> <p>User B presses transfer to complete the transfer</p> | <p>GC1 &amp; GC2 call will be created as normal.</p> <p>GC1: CallCtlTermConnHeldEv for TB</p> <p>GC2: CallCtlTermConnHeldEv for TB</p> <p>GC1: CallCtlTermConnTalkingEv for TB</p> <p>GC1: CiscoTransferStartEv</p> <p>GC1: CiscoCallChangedEv</p> <p>GC1: ConnCreatedEv for C</p> <p>GC1: ConnConnectedEv for C</p> <p>GC1: CallCtlConnEstablishedEv for C</p> <p>GC1: TermConnCreatedEv for TC</p> <p>GC1: TermConnActiveEvent for TC</p> <p>GC1: CallCtlTermConnTalkingEv TC</p> <p>GC2: TermConnDroppedEv for TC</p> <p>GC2: CallCtlTermConnDroppedEv for TC</p> <p>GC2: ConnDisconnectedEv for C</p> <p>GC2: CallCtlConnDisconnectedEv for C</p> <p>GC1: TermConnDroppedEv for TB</p> <p>GC1: CallCtlTermConnDroppedEv for TB</p> <p>GC1: ConnDisconnectedEv for B1</p> <p>GC1: CallCtlConnDisconnectedEv for B1</p> <p>GC2: TermConnDroppedEv for TB</p> <p>GC2: CallCtlTermConnDroppedEv for TB</p> <p>GC2: ConnDisconnectedEv for B2</p> <p>GC2: CallCtlConnDisconnectedEv for B2</p> <p>GC2: CallInvalidEvent</p> <p>GC2: CallObservationEndedEv</p> <p>GC1: CiscoTransferEndEv</p> | <p>getCiscoFeatureReason() returns CiscoFeatureReason.<br/>                 REASON_NORMAL</p> |

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| <b>Use case 6</b>                                                                                                                                                                                                                                   |                                                                                                                                                                                                                            |                                                                                                                                                                                                                     |
| <p>Consult Transfer – Swap/Cancel<br/> A calls B, B answers – GC1<br/> A puts A-&gt;B call on hold<br/> B setup consult Transfer to C,<br/> C answers – GC2</p> <p>User B presses press Swap<br/> softkey,</p> <p>User B presses Cancel softkey</p> | <p>GC1 &amp; GC2 call will be created as normal.<br/> GC1: CallCtlTermConnHeldEv for TB</p> <p>For TA (GC2), CallCtlTermConnHeldEv<br/> For TA (GC1), CallCtlTermConnTalkingEv</p> <p>GC1: CiscoCallFeatureCancelledEv</p> | <p>getCiscoFeatureReason() returns<br/> CiscoFeatureReason. REASON_NORMAL</p> <p>CiscoCallFeatureCancelledEv.getCall()<br/> returns GC1<br/> CiscoCallFeatureCancelledEv.getConsultCall()<br/> returns<br/> GC2</p> |

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| <b>Use case 7</b>                                                                                                                                                                                                                                                                                         |                                                                                                                                                    |  |
| <p>Consultative Transfer Initiated from Phone,<br/> App sends SetupTransfer/Conference<br/> request – request fails</p> <p>A calls B, B answers – GC1<br/> B setups transfer call to C<br/> B calls C, C answers – GC2</p> <p>Application creates a new call and sends<br/> another consult() request</p> | <p>GC1 &amp; GC2 call will be created as normal.</p> <p>Request will fail with PlatformException<br/> “CTIERR_CONSULTCALL_ALREADY_OUTSTANDING”</p> |  |

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| <p><b>Use case 8a</b></p>                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                          |                                                                                                                                                                                             |
| <p>Consult Transfer/Conference – Application Resumes primary call on phone which supports connected transfer/conference and sends another consult setup request</p> <p>GC1: A calls B<br/>GC2: B consults C</p> <p>Application resumes GC1 on TB</p> <p>Application creates another call and sends consult() request to call D; D answers</p> | <p>GC1 and GC2 will be created as normal</p> <p>For TB (GC2), CallCtlTermConnHeldEv<br/>For TB (GC1), CallCtlTermConnTalkingEv<br/>CiscoCallFeatureCancelledEv</p> <p>Consult call will go through and GC3 will be created as normal</p> | <p>getCiscoFeatureReason() returns CiscoFeatureReason. REASON_NORMAL<br/>CiscoCallFeatureCancelledEv.getCall() returns GC1<br/>CiscoCallFeatureCancelledEv.getConsultCall() returns GC2</p> |

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| <p><b>Use case 8b</b></p>                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                       |
| <p>Consult Transfer/Conference – Manually Resume primary call on phone which supports connected transfer/conference and then sends another consult setup request</p> <p>GC1: A calls B<br/>GC2: B consults C</p> <p>User manually resumes (SWAP) GC1 on B</p> <p>Application creates another call and sends consult() request to call D; D answers</p> | <p>GC1 and GC2 will be created as normal</p> <p>On Manual Resume or Swap, Consult Call will not be cancelled on the phone, nor will application get CiscoCallFeatureCancelledEv.<br/>When application tries to setup another consult, it will go through (GC3 will be created as normal) and it will cancel the existing consult call and application will get: CiscoCallFeatureCancelledEv</p> | <p>CiscoCallFeatureCancelledEv.getCall() returns GC1<br/>CiscoCallFeatureCancelledEv.getConsultCall() returns GC2</p> |

| Use case 9                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |  |
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| <p>Connected ConferenceA (Phone which allows connected conference) calls B, B answer, B puts A onhold, B calls C, C answer</p> <p>B press “Conference” hardkey, and picks active call from UI, and selects A+B call</p> <p>B press “Conference” again to complete connected conference</p> | <p>GC1 &amp; GC2 call will be created as normal.<br/>C1: CallCtlTermConnHeldEv for TB</p> <p>GC2: CallCtlTermConnHeldEv for TB<br/>GC3: CiscoConsultCallActiveEv<br/>GC3: ConnCreatedEv for B<br/>GC3: ConnConnectedEv for B<br/>GC3: CallCtlConnInitiatedEv for B<br/>GC3: TermConnCreatedEv for TB<br/>GC3: TermConnActiveEvent for TB<br/>GC3: CallCtlTermConnTalkingEv for TB</p> <p>GC3: TermConnDroppedEv for TB<br/>GC3: CallCtlTermConnDroppedEv for TB<br/>GC3: ConnDisconnectedEv for B<br/>GC3: CallCtlConnDisconnectedEv for B<br/>GC3: CallInvalidEvent<br/>GC3: CallObservationEndedEv<br/>GC2: CiscoConferenceStartEv<br/>GC1: CiscoCallChangedEv<br/>GC2: ConnCreatedEv for A<br/>GC2: ConnConnectedEv for A<br/>GC2: CallCtlConnEstablishedEv for A<br/>GC2: TermConnCreatedEv for TA<br/>GC2: TermConnActiveEvent for TA<br/>GC2: CallCtlTermConnTalkingEv for TA<br/>GC1: TermConnDroppedEv for TA<br/>GC1: CallCtlTermConnDroppedEv for TA<br/>GC1: ConnDisconnectedEv for A<br/>GC1: CallCtlConnDisconnectedEv for A<br/>GC1: TermConnDroppedEv for TB<br/>GC1: CallCtlTermConnDroppedEv for TB<br/>GC1: ConnDisconnectedEv for B<br/>GC1: CallCtlConnDisconnectedEv for B<br/>GC1: CallInvalidEvent<br/>GC1: CallObservationEndedEv<br/>GC2: CiscoConferenceEndEv</p> |  |



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| <p><b>Use case 10</b></p>                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                              |
| <p>Consult Conference from Phone, then Swap and complete conference through phone</p> <p>A calls B, B answerB setup conference to C, C answer</p> <p>B press “Swap” softkey</p> <p>A press “Conference”</p> | <p>GC1 &amp; GC2 call will be created as normal.</p> <p>GC2: CallCtlTermConnHeldEv for TB<br/>GC1: CallCtlTermConnTalkingEv for TB</p> <p>GC2: CiscoConferenceStartEv<br/>GC1: CiscoCallChangedEv<br/>GC2: ConnCreatedEv for A<br/>GC2: ConnConnectedEv for A<br/>GC2: CallCtlConnEstablishedEv for A<br/>GC2: TermConnCreatedEv for TA<br/>GC2: TermConnActiveEvent for TA<br/>GC2: CallCtlTermConnTalkingEv for TA<br/>GC1: TermConnDroppedEv for TA<br/>GC1: CallCtlTermConnDroppedEv for TA<br/>GC1: ConnDisconnectedEv for A<br/>GC1: CallCtlConnDisconnectedEv for A<br/>GC1: TermConnDroppedEv for TB<br/>GC1: CallCtlTermConnDroppedEv for TB<br/>GC1: ConnDisconnectedEv for B<br/>GC1: CallCtlConnDisconnectedEv for B<br/>GC1: CallInvalidEvent<br/>GC1: CallObservationEndedEv<br/>GC2: CiscoTransferEndEv</p> | <p>getCiscoFeatureReason() returns CiscoFeatureReason.<br/>REASON_NORMAL</p> |

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| <p><b>Use case 11</b></p>                                                                                                                                                                                                                                   |                                                                                                                                                                                                   |                                                                                                                                                                                                  |
| <p>Consult Conference from Phone and then Swap and Cancel conference thru phone A calls B, B answer</p> <p>B setup conference to C, C answer</p> <p>A press “Swap” key, and picks active call from UI, and selects A-&gt;B call</p> <p>B press “Cancel”</p> | <p>GC1 &amp; GC2 call will be created as normal.</p> <p>GC1: CallCtlTermConnTalkingEv for TB<br/>GC2: CallCtlTermConnHeldEv for TB</p> <p>GC1: CiscoCallFeatureCancelledEv(consultCall = GC2)</p> | <p>getCiscoFeatureReason() returns CiscoFeatureReason.REASON_NORMAL</p> <p>CiscoCallFeatureCancelledEv.getCall() returns GC1</p> <p>CiscoCallFeatureCancelledEv.getConsultCall() returns GC2</p> |
| <p><b>Use case 12</b></p>                                                                                                                                                                                                                                   |                                                                                                                                                                                                   |                                                                                                                                                                                                  |
| <p>Connected Conference Across Lines</p>                                                                                                                                                                                                                    | <p>Same as JAL scenario but we will have a temporary call GC3</p>                                                                                                                                 |                                                                                                                                                                                                  |

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| <p><b>Use case 13</b></p>                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <p>Manual Consult followed by transfer complete by application</p> <p>GC1: A calls B1<br/>GC2: B1 setups consult call to C manually over phone</p> <p>G1.transfer(GC2)</p> | <p>At Transfer:</p> <p>GC1: CiscoTransferStartEv<br/>GC1: CiscoCallChangedEv<br/>GC1: ConnCreatedEvent for C<br/>GC1: ConnConnectedEvent for C<br/>GC1: CallCtlConnEstablishedEv for C<br/>GC1: TermConnCreatedEvent for TC<br/>GC1: TermConnActiveEvent for TC<br/>GC1: CallCtlTermConnTalkingEv TC<br/>GC2: TermConnDroppedEv for TC<br/>GC2: CallCtlTermConnDroppedEv for TC<br/>GC2: ConnDisconnectedEvent for C<br/>GC2: CallCtlConnDisconnectedEv for C<br/>GC1: CiscoCallFeatureCancelledEv<br/>GC1: TermConnDroppedEv for TB<br/>GC1: CallCtlTermConnDroppedEv for TB<br/>GC1: ConnDisconnectedEvent for B1<br/>GC1: CallCtlConnDisconnectedEv for B1<br/>GC2: TermConnDroppedEv for TB<br/>GC2: CallCtlTermConnDroppedEv for TB<br/>GC2: ConnDisconnectedEvent for B2<br/>GC2: CallCtlConnDisconnectedEv for B2<br/>GC2: CallInvalidEvent<br/>GC1: CiscoTransferEndEv</p> |  |

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| <p><b>Use case 14</b></p>                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |  |
| <p>Manual consult followed by conference complete by application</p> <p>GC1: A calls B1</p> <p>GC2: B1 setups consult call to C manually over phone</p> <p>G1.conference(GC2)</p> | <p>At Conference:</p> <p><b>GC1: CiscoCallFeatureCancelledEv</b></p> <p>GC1: CiscoConferenceStartEv</p> <p>GC1: CiscoCallFeatureCancelledEv</p> <p>GC1: CiscoCallChangedEv</p> <p>GC1: ConnCreatedEvent for C</p> <p>GC1: ConnConnectedEvent for C</p> <p>GC1: CallCtlConnEstablishedEv for C</p> <p>GC1: TermConnCreatedEvent for TC</p> <p>GC1: TermConnActiveEvent for TC</p> <p>GC1: CallCtlTermConnTalkingEv TC</p> <p>GC2: TermConnDroppedEv for TC</p> <p>GC2: CallCtlTermConnDroppedEv for TC</p> <p>GC2: ConnDisconnectedEvent for C</p> <p>GC2: CallCtlConnDisconnectedEv for C</p> <p>GC2: TermConnDroppedEv for TB</p> <p>GC2: CallCtlTermConnDroppedEv for TB</p> <p>GC2: ConnDisconnectedEvent for B2</p> <p>GC2: CallCtlConnDisconnectedEv for B2</p> <p>GC2: CallInvalidEvent</p> <p>GC1: CiscoConferenceEndEv</p> |  |

## Drop Any Party Use Cases

- JTAPl INI parameter is enabled to allow dropAnyPartyFeature.
- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to FALSE.
- Cisco Unified Communications Manager service parameter “Drop Ad Hoc Conference” set “never”

| Scenario                                                                                                               | Action                                                                                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | CallInfo                                                                                            |
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| <p><b>Use Case 1</b></p> <p>Application is observing A, B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect() on Connection of C.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> | <p>InvalidStateException is thrown.</p> <p>InvalidStateException is thrown.</p> <p>TermConnDropEv<br/>                     CallCtlTermConnDroppedEv<br/>                     ConnDisconnectedEv-A<br/>                     CallCtlConnDisconnectedEv-A<br/>                     ConnDisconnectedEv-B<br/>                     CallCtlConnDisconnectedEv-B<br/>                     ConnDisconnectedEv-C<br/>                     CallCtlConnDisconnectedEv-C<br/>                     CallInvalidEv<br/>                     A is dropped out of conference.</p> | <p>N.A.</p> <p>Cause = CAUSE_NORMAL<br/>                     CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                 | Action                                                                                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                              | CallInfo                                                                                                                                         |
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| <p><b>Use Case 2</b><br/>Application is observing C, B is conference controller. A, B, and C are in conference.</p>      | <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of C.</p> | <p>InvalidStateException is thrown.</p> <p>InvalidStateException is thrown.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>C is dropped out of conference.</p> | <p>N.A</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p>                                                                    |
| <p><b>Use Case3</b><br/>Application is observing A and C. B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of C.</p> | <p>InvalidStateException is thrown.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A is dropped out of conference.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>C is dropped out of conference.</p>                             | <p>N.A</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                | Action                                                                                                                                                                                                              | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CallInfo                                                                                                                                                                                                         |
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| <p><b>Use Case 4</b><br/>Application is observing B, and B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of C</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> | <p>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A is dropped out of conference.</p> <p>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>C is dropped out of conference.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>CallInvalidEv<br/>And B is dropped out of conference.</p> | <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                 | Action                                                          | Result                                                                                                                               | CallInfo                                                   |
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| <b>Use Case 5</b><br>Application is observing A, B and C, and B is conference controller. A, B, and C are in conference. | Application invokes Connection.disconnect() on Connection of A. | TermConnDropEv<br>CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>A is dropped out of conference. | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL |
|                                                                                                                          | Application invokes Connection.disconnect() on Connection of C  | TermConnDropEv<br>CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-C<br>CallCtlConnDisconnectedEv-C<br>C is dropped out of conference. | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL |
|                                                                                                                          | Application invokes Connection.disconnect() on Connection of B. | TermConnDropEv<br>CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br>B is dropped out of conference. | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL |

- JTAPI INI parameter is enabled to allow dropAnyPartyFeature.
- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to TRUE.
- Cisco Unified Communications Manager service parameter “Drop Ad Hoc Conference” set “never”



| Scenario                                                                                                               | Action                                                                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | CallInfo                                                                                                                                                                                                               |
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| <p><b>Use Case 6</b></p> <p>Application is observing A, B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of B.</p><br><p>Application invokes Connection.disconnect() on Connection of C.</p><br><p>Application invokes Connection.disconnect() on Connection of A.</p> | <p>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.</p><br><p>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>C is dropped out of conference.</p><br><p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>CallInvalidEv<br/>A is dropped out of conference.</p> | <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                            | Action                                                                                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CallInfo                                                                                                                                                                                                         |
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| <p><b>Use Case 7</b><br/>Application is observing C, B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of C.</p> | <p>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.</p> <p>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A is dropped out of conference.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv</p> <p>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>C is dropped out of conference.</p> | <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                     | Action                                                                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                                                                                                                                                | CallInfo                                                                                                                                                                                                           |
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| <p><b>Use Case 8</b></p> <p>Application is observing A and C. B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of B.</p><br><p>Application invokes Connection.disconnect() on Connection of A.</p><br><p>Application invokes Connection.disconnect() on Connection of C.</p> | <p>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.</p><br><p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A is dropped out of conference.</p><br><p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>C is dropped out of conference.</p> | <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                   | Action                                                                                                                                                                                                                    | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | CallInfo                                                                                                                                                                                                               |
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| <p><b>Use Case 9</b></p> <p>Application is observing B, and B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of A.</p><br><p>Application invokes Connection.disconnect() on Connection of C</p><br><p>Application invokes Connection.disconnect() on Connection of B.</p> | <p>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A is dropped out of conference.</p><br><p>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>C is dropped out of conference.</p><br><p>TermConnDropEv<br/>CallCtlTermConnDroppedEv</p><br><p>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B</p><br><p>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A</p><br><p>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C</p><br><p>CallInvalidEv<br/>B is dropped out of conference.</p> | <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                             | Action                                                                                                                                                                                                                    | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                | CallInfo                                                                                                                                                                                                       |
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| <p><b>Use Case 10</b></p> <p>Application is observing A, B and C, and B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of A.</p><br><p>Application invokes Connection.disconnect() on Connection of C</p><br><p>Application invokes Connection.disconnect() on Connection of B.</p> | <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A is dropped out of conference.</p><br><p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>C is dropped out of conference.</p><br><p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.</p> | <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

- JTAPI INI parameter is enabled to allow dropAnyPartyFeature.
- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to FALSE. A and A’ are shared line
- Cisco Unified Communications Manager service parameter “Drop Ad Hoc Conference” set “never”

| Scenario                                                                                                                                                                                   | Action                                                                                                                                                                                                                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                                                        |
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| <p><b>Use Case 11</b></p> <p>Application is observing A, B is conference controller. A, A' and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getPartyInfo() at Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of "abc" and "xyz"</p> <p>InvalidStateException is thsthrown.</p> <p>InvalidStateException is thsthrown.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>A(abc) is dropped out of conference</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>Connections of A, and B are A(abc) is dropped out of conference.</p> | <p>N.A</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                                                                                     | Action                                                                                                                                                                                                                                                                                                                                                                        | Result | Call info                                                                                                                                          |
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| <p><b>Use Case 12</b></p> <p>Application is observing A', B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> |        | <p>N, A.</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario | Action | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info |
|----------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|          |        | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of “abc” and “xyz”</p> <p>InvalidStateException is thrown.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>. A (“xyz”) is dropped out of conference...</p> <p>InvalidStateException is thrown.</p> <p>TermConnDropEv<br/>CallCtlTermConnDroppedEv<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B</p> |           |



| Scenario | Action | Result                                                    | Call info |
|----------|--------|-----------------------------------------------------------|-----------|
|          |        | CallInvalidEv<br>A?("xyz") is dropped out of conference.. |           |

| Scenario                                                                                                                                                                                           | Action                                                                                                                                                                                                                                                                                                                                                                        | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                            |
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| <p><b>Use Case 13</b></p> <p>Application is observing A and A'. B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of "abc" and "xyz"</p> <p>InvalidStateException is thsthrown.</p> <p>TermConnDropEv-TA'<br/>CallCtlTermConnDroppedEv-TA'<br/>A'(xyz) is dropped out of conference.</p> <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>A(abc) is dropped out of conference.</p> <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>TermConnDropEv-TA'<br/>CallCtlTermConnDroppedEv-TA'<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>A(abc) and A'(xyz)is dropped out of conference.</p> | <p>N.A.</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                                                                                        | Action                                                                                                                                                                                                                                                                                                                                                                        | Result | Call info                                                                                                                                             |
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| <p><b>Use Case 14</b></p> <p>Application is observing B, and B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> |        | <p>N.A.</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> |

| Scenario | Action | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info |
|----------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|          |        | <p>JTAPI returns CiscoPartyInfo[] with<br/>CiscoPartyInfo.getDisplayName() of “abc” and “xyz”</p> <p>No Events<br/>A’(xyz) is dropped out of conference.</p> <p>No Events<br/>A(abc) is dropped out of conference.</p> <p>TermConnDropEv-TB<br/>CallCtlTermConnDroppedEv-TB<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>CallInvalidEv<br/>B is disconnected from conference.g</p> <p>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>TermConnDropEv-TB<br/>CallCtlTermConnDroppedEv-TB<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>Connections of A, and B are disconnected, A(abc) and A’(xyz) will be dropped, and</p> |           |

| Scenario                                                                                                                                                                                                  | Action                                                                                                                                                                                                                                                                                                 | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                            |
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|                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                                                        | since only B is left, it will also get dropped and call goes Invalid.                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                      |
| <p><b>Use Case 15</b></p> <p>Application is observing A, A' and B, and B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of "abc" and "xyz"</p> <p>TermConnDropEv-TA'<br/>CallCtlTermConnDroppedEv-TA'<br/>A(xyz), dropped out of conference.</p> <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>A(abc), dropped out of conference.</p> <p>TermConnDropEv-TB<br/>CallCtlTermConnDroppedEv-TB<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is disconnected from conference.</p> | <p>N.A.</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario | Action                                                                | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call info                                                         |
|----------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
|          | Application invokes<br>Connection.disconnect() on<br>Connection of A. | TermConnDropEv-TA<br>CallCtlTermConnDroppedEv-TA<br>TermConnDropEv-TA'<br>CallCtlTermConnDroppedEv-TA'<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>TermConnDropEv-TB<br>CallCtlTermConnDroppedEv-TB<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br>CallInvalidEv<br><br>Connections of A, and B are<br>disconnected, A(abc) and<br>A'(xyz) will be dropped, and<br>since only B is left, it will also<br>get dropped and call goes<br>Invalid. | Cause = CAUSE_NORMAL<br><br>CiscoFeatureReason =<br>REASON_NORMAL |

- JTAPI INI parameter is enabled to allow dropAnyPartyFeature.
- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to TRUE. A and A’ are shared line
- Cisco Unified Communications Manager service parameter “Drop Ad Hoc Conference” set “never”

| Scenario                                                                                                                                                                                   | Action                                                                                                                                                                                                                                                                                                                                                                        | Result | CallInfo                                                                                                                                                                                                                    |
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| <p><b>Use Case 16</b></p> <p>Application is observing A, B is conference controller. A, A' and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> |        | <p>N.A</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> |

| Scenario | Action | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CallInfo |
|----------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|          |        | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of “abc” and “xyz”</p> <p>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.</p> <p>No Events.<br/>A'(xyz) is disconnected from conference.</p> <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>A(abc) dropped out of conference</p> <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>A(abc) is dropped out of</p> |          |



| Scenario | Action | Result      | CallInfo |
|----------|--------|-------------|----------|
|          |        | conference. |          |

| Scenario                                                                                                                                                                                    | Action                                                                                                                                                                                                                                                                                                                                                                        | Result | CallInfo                                                                                                                                                                                                                     |
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| <p><b>Use Case 17</b></p> <p>Application is observing A, B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> |        | <p>N.A.</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> |

| Scenario | Action | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | CallInfo |
|----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|          |        | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of “abc” and “xyz”</p> <p>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.</p> <p>No Events.<br/>A(abc) is disconnected from conference.</p> <p>TermConnDropEv-TA'<br/>CallCtlTermConnDroppedEv-TA'<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalidEv<br/>A'(xyz) dropped out of conference</p> <p>TermConnDropEv-TA'<br/>CallCtlTermConnDroppedEv-TA'<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalid<br/>A(xyz) is dropped out of</p> |          |

| Scenario                                                                                                                                                                                           | Action                                                                                                                                                                                                                                                                                                                                                                        | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | CallInfo                                                                                                                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                               | conference.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                             |
| <p><b>Use Case 18</b></p> <p>Application is observing A and A'. B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of "abc" and "xyz"</p> <p>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.</p> <p>TermConnDropEv-TA'<br/>CallCtlTermConnDroppedEv-TA'<br/>No Events.<br/>A'(xyz) is disconnected from conference.</p> <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>A(abc) dropped out of conference</p> <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>TermConnDropEv-TA'<br/>CallCtlTermConnDroppedEv-TA'<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalid<br/>A(xyz) is dropped out of conference.</p> | <p>N.A.</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> |

| Scenario                                                                                                                                                                                        | Action                                                                                                                                                                                                                                                                                                                                                                        | Result | CallInfo                                                                                                                                              |
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| <p><b>Use Case 19</b></p> <p>Application is observing B, and B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is "abc", and displayname for A' is "xyz"</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of A.</p> |        | <p>N.A.</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> |

| Scenario | Action | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | CallInfo |
|----------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
|          |        | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of “abc” and “xyz”</p> <p>TermConnDropEv-TB<br/>CallCtlTermConnDroppedEv-TB<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>B is dropped out of conference.<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalid<br/>B is disconnected from conference.</p> <p>No Events.<br/>A'(xyz) is disconnected from conference.</p> <p>No Events<br/>A(abc) dropped out of conference</p> <p>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>TermConnDropEv-TB<br/>CallCtlTermConnDroppedEv-TB<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B<br/>CallInvalid</p> |          |

| Scenario | Action | Result                                             | CallInfo |
|----------|--------|----------------------------------------------------|----------|
|          |        | A(abc), A(xyz) and B is dropped out of conference. |          |

| Scenario                                                                                                                                                                                                   | Action                                                                | Result                                                                                                                                                                                                                                                                                                                                        | CallInfo                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|
| <p><b>Use Case 20</b></p> <p>Application is observing A, A' and B, and B is conference controller. A, A', and B are in conference.</p> <p>Display name for A is "abc", and displayname for A' is "xyz"</p> | Application invokes Connection.getDisplayNames () at Connection of A. | JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of "abc" and "xyz"                                                                                                                                                                                                                                                        | N.A.                                                       |
|                                                                                                                                                                                                            | Application invokes Connection.disconnect () on Connection of B       | TermConnDropEv-TB<br>CallCtlTermConnDroppedEv-TB<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br>B is dropped out of conference.                                                                                                                                                                                                    | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL |
|                                                                                                                                                                                                            | Application invokes Connection.disconnect (xyz) on Connection of A.   | TermConnDropEv-TA'<br>CallCtlTermConnDroppedEv-TA'<br>A'(xyz) is disconnected from conference.                                                                                                                                                                                                                                                | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL |
|                                                                                                                                                                                                            | Application invokes Connection.disconnect (abc) on Connection of A.   | TermConnDropEv-TA<br>CallCtlTermConnDroppedEv-TA<br>A(abc) dropped out of conference                                                                                                                                                                                                                                                          | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL |
|                                                                                                                                                                                                            | Application invokes Connection.disconnect() on Connection of A.       | TermConnDropEv-TA<br>CallCtlTermConnDroppedEv-TA<br>TermConnDropEv-TA'<br>CallCtlTermConnDroppedEv-TA'<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>TermConnDropEv-TB<br>CallCtlTermConnDroppedEv-TB<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br>CallInvalid<br>A(abc), A(xyz) and B is dropped out of conference. | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL |



|                                                                                   |                                                     |                           |      |
|-----------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------|------|
| A, B, C are in conference.                                                        | Application invokes<br>CiscoCall.isConferenceCall() | Interface Returns “True”  | N..A |
| A, B, C are in conference. B drops from conference                                | Application invokes<br>CiscoCall.isConferenceCall() | Interface Returns “False” | N..A |
| A, B, B’ are in conference.                                                       | Application invokes<br>CiscoCall.isConferenceCall() | Interface Returns “True”  | N..A |
| A, B, B’ are in conference, B’ drops from conference.                             | Application invokes<br>CiscoCall.isConferenceCall() | Interface Returns “False” | N..A |
| A, B, C are in conference. Applications opens provider, gets snapshot call event  | Application invokes<br>CiscoCall.isConferenceCall() | Interface Returns “True”  | N..A |
| A, B, B’ are in conference. Applications opens provider, gets snapshot call event | Application invokes<br>CiscoCall.isConferenceCall() | Interface Returns “True”  | N..A |

- JTAPI INI parameter is enabled to allow dropAnyPartyFeature.
- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to FALSE.
- Cisco Unified Communications Manager service parameter “**Drop Ad Hoc Conference**” set “When controller leaves”

| Scenario                                                                                                                  | Action                                                          | Result                                                                                                                                                                                                                                        | CallInfo                                                       |
|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| <b>Use Case 21</b><br>Application is observing A, B and C, and B is conference controller. A, B, and C are in conference. | Application invokes Connection.disconnect() on Connection of A. | TermConnDropEv<br>CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>A is dropped out of conference.                                                                                                          | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL     |
|                                                                                                                           | Application invokes Connection.disconnect() on Connection of C  | TermConnDropEv<br>CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-C<br>CallCtlConnDisconnectedEv-C<br>C is dropped out of conference.                                                                                                          | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL     |
|                                                                                                                           | Application invokes Connection.disconnect() on Connection of B. | TermConnDropEv<br>CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br>TermConnDropEv                                                                                                                           | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_NORMAL     |
|                                                                                                                           |                                                                 | CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-C<br>CallCtlConnDisconnectedEv-C<br>TermConnDropEv<br>CallCtlTermConnDroppedEv<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>CallInvalidEV<br>A, B C is dropped out of conference. | Cause = CAUSE_NORMAL<br>CiscoFeatureReason = REASON_CONFERENCE |

- JTAPI INI parameter is enabled to allow dropAnyPartyFeature.
- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to TRUE.

- Cisco Unified Communications Manager service parameter “**Drop Ad Hoc Conference**” set “When controller leaves”

| Scenario                                                                                                                             | Action                                                                                                                                                                                                                    | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CallInfo                                                                                                                                                                                                                                                                                 |
|--------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Use Case 22</b></p> <p>Application is observing A, B and C, and B is conference controller. A, B, and C are in conference.</p> | <p>Application invokes Connection.disconnect() on Connection of A.</p><br><p>Application invokes Connection.disconnect() on Connection of C</p><br><p>Application invokes Connection.disconnect() on Connection of B.</p> | <p>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A is dropped out of conference.</p><br><p>TermConnDropEv-TC<br/>CallCtlTermConnDroppedEv-TC<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>C is dropped out of conference.</p><br><p>TermConnDropEv-TB<br/>CallCtlTermConnDroppedEv-TB<br/>ConnDisconnectedEv-B<br/>CallCtlConnDisconnectedEv-B</p><br><p>TermConnDropEv-TC<br/>CallCtlTermConnDroppedEv-TC<br/>ConnDisconnectedEv-C<br/>CallCtlConnDisconnectedEv-C<br/>TermConnDropEv-TA<br/>CallCtlTermConnDroppedEv-TA<br/>ConnDisconnectedEv-A<br/>CallCtlConnDisconnectedEv-A<br/>A, B, and C are dropped out of conference.</p> | <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_NORMAL</p><br><p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason = REASON_CONFERENCE</p> |

- JTAPI INI parameter is enabled to allow dropAnyPartyFeature.

- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to FALSE.
- Cisco Unified Communications Manager service parameter “**Drop Ad Hoc Conference**” set “When controller leaves”

| Scenario                                                                                                                                                                                                  | Action                                                                                                                                                | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CallInfo                                                                                                                                                                                                              |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Use Case 23</b></p> <p>Application is observing A, A' and B, and B is conference controller. A, A', and B are in conference.</p> <p>Displayname for A is “abc”, and displayname for A' is “xyz”</p> | <p>Application invokes Connection.getDisplayNames() at Connection of A.</p> <p>Application invokes Connection.disconnect(xyz) on Connection of A.</p> | <p>JTAPI returns CiscoPartyInfo[] with CiscoPartyInfo.getDisplayName() of “abc” and “xyz”</p> <p>TermConnDropEv-TA'</p> <p>CallCtlTermConnDroppedEv-TA'</p> <p>A(xyz), dropped out of conference.</p>                                                                                                                                                                                                                                                                         | <p>N.A.</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_NORMAL</p>                                                                                                                                     |
|                                                                                                                                                                                                           | <p>Application invokes Connection.disconnect(abc) on Connection of A.</p> <p>Application invokes Connection.disconnect() on Connection of B.</p>      | <p>TermConnDropEv-TA</p> <p>CallCtlTermConnDroppedEv-TA</p> <p>A(abc), dropped out of conference.</p> <p>TermConnDropEv-TB</p> <p>CallCtlTermConnDroppedEv-TB</p> <p>ConnDisconnectedEv-B</p> <p>CallCtlConnDisconnectedEv-B</p> <p>TermConnDropEv-TA</p> <p>CallCtlTermConnDroppedEv-TA</p> <p>TermConnDropEv-TA'</p> <p>CallCtlTermConnDroppedEv-TA'</p> <p>ConnDisconnectedEv-A</p> <p>CallCtlConnDisconnectedEv-A</p> <p>A, A' and B is disconnected from conference.</p> | <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_NORMAL</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_CONFERENCE</p> |

| Scenario | Action                                                          | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CallInfo                                                       |
|----------|-----------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
|          | Application invokes Connection.disconnect() on Connection of A. | TermConnDropEv-TA<br>CallCtlTermConnDroppedEv-TA<br>TermConnDropEv-TA'<br>CallCtlTermConnDroppedEv-TA'<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>TermConnDropEv-TB<br>CallCtlTermConnDroppedEv-TB<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br>CallInvalidEv<br><br>Connections of A, and B are disconnected, A(abc) and A'(xyz) will be dropped, and since only B is left, it will also get dropped and call goes Invalid. | Cause = CAUSE_NORMAL<br><br>CiscoFeatureReason = REASON_NORMAL |

- JTAPI INI parameter is enabled to allow dropAnyPartyFeature.
- Cisco Unified Communications Manager service parameter “Advanced Ad Hoc Conference Enable” is set to TRUE.
- Cisco Unified Communications Manager service parameter “**Drop Ad Hoc Conference**” set “When controller leaves”

| Scenario                                                                                                                    | Action                                                                | Result                                                                                    | CallInfo |
|-----------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|-------------------------------------------------------------------------------------------|----------|
| <b>Use Case 24</b><br>Application is observing A, A' and B, and B is conference controller. A, A', and B are in conference. | Application invokes Connection.getDisplayNames () at Connection of A. | JTAPI returns CiscoPartyInfo[] with<br>CiscoPartyInfo.getDisplayName() of “abc” and “xyz” | N.A.     |

| Scenario                                                        | Action                                                                    | Result                                                                                                                                                                                                                                                                                                                       | CallInfo                                                                                                                               |
|-----------------------------------------------------------------|---------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------|
| Display name for A is "abc",<br>and displayname for A' is "xyz" | Application invokes<br>Connection.disconnect () on<br>Connection of B     | TermConnDropEv-TB<br>CallCtlTermConnDroppedEv-TB<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br><br>TermConnDropEv-TA<br>CallCtlTermConnDroppedEv-TA<br>TermConnDropEv-TA'<br>CallCtlTermConnDroppedEv-TA'<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>A, A' and B is dropped out of<br>conference. | Cause = CAUSE_NORMAL<br>CiscoFeatureReason =<br>REASON_NORMAL<br><br>Cause = CAUSE_NORMAL<br>CiscoFeatureReason =<br>REASON_CONFERENCE |
|                                                                 | Application invokes<br>Connection.disconnect (xyz) on<br>Connection of A. | TermConnDropEv-TA'<br>CallCtlTermConnDroppedEv-TA'<br>A'(xyz) is disconnected from<br>conference.                                                                                                                                                                                                                            | Cause = CAUSE_NORMAL<br>CiscoFeatureReason =<br>REASON_NORMAL                                                                          |
|                                                                 | Application invokes<br>Connection.disconnect (abc) on<br>Connection of A. | TermConnDropEv-TA<br>CallCtlTermConnDroppedEv-TA<br>A(abc) dropped out of<br>conference                                                                                                                                                                                                                                      |                                                                                                                                        |

| Scenario                                                              | Action                                                                                                                                                                                                                                                                                                                                           | Result                                                        | CallInfo |
|-----------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|----------|
| Application invokes<br>Connection.disconnect() on<br>Connection of A. | TermConnDropEv-TA<br>CallCtlTermConnDroppedEv-TA<br>TermConnDropEv-TA'<br>CallCtlTermConnDroppedEv-TA'<br>ConnDisconnectedEv-A<br>CallCtlConnDisconnectedEv-A<br>TermConnDropEv-TB<br>CallCtlTermConnDroppedEv-TB<br>ConnDisconnectedEv-B<br>CallCtlConnDisconnectedEv-B<br>CallInvalid<br>A(abc), A(xyz) and B is<br>dropped out of conference. | Cause = CAUSE_NORMAL<br>CiscoFeatureReason =<br>REASON_NORMAL |          |

## Park Monitoring Support

Phone B—Cisco Unified IP Phone 7900 Series with SIP/SCCP

Phone A—Future models.

Phone A'—Cisco Unified IP Phone 7900 Series with SIP/SCCP

Park DN—P1, P2

Phone C—Cisco Unified IP Phone 7900 Series with SIP/SCCP

All the default values for the Park Monitoring Reversion timer and Park Monitoring Forward No reversion timers apply.

### Use Case 1: Park Monitoring States

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers.

| Action                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                  | Event/Call info                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Application invokes<br/>CiscoConnection.park()<br/>on connection on A.</p> <p>Park Monitoring<br/>Reversion timer starts</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>GC1 CallCtlTermConnDroppedEv TA<br/>GC1 ConnDisconnectedEv A<br/>GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>GC1 ConnInProgressEv P1<br/>GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/>park state = PARKED<br/>sub ID = 1234<br/>CiscoCallID = CiscoCallID for GC1<br/>park DN = P1<br/>parked party = B<br/>terminal = TA</p>   |
| <p><b>Step 2</b></p> <p>After step 1, Park<br/>Monitoring reversion<br/>timer expires after the<br/>configured time</p>                              | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                   | <p>Cause = CAUSE_NORMAL<br/>park state = REMINDER<br/>sub ID = 1234<br/>CiscoCallID = CiscoCallID for GC1<br/>park DN = P1<br/>parked party = B<br/>terminal = TA</p> |



| Action                                                                                                                       | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Event/Call info |
|------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 3</b></p> <p>After step 1 or 2, application sends unpark request<br/>CiscoTerminal.unpark() on Terminal of C.</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC2 CallActiveEv<br/>GC2 ConnCreatedEv C<br/>GC2 ConnConnectedEv C<br/>GC2 CallCtlConnInitiatedEv C<br/>GC2 TermConnCreatedEv TC<br/>GC2 TermConnActiveEv TC<br/>GC2 CallCtlTermConnTalkingEv TC<br/>GC2 CallCtlConnDialingEv C<br/>GC2 CallCtlConnEstablishedEv C</p> <p>GC2 ConnCreatedEv P1<br/>GC2 ConnInProgressEv P1<br/>GC2 CallCtlConnOfferedEv P1</p> <p>GC1 CiscoCallChangedEv</p> <p>GC2 ConnCreatedEv B<br/>GC2 ConnConnectedEv B<br/>GC2 CallCtlConnEstablishedEv B<br/>GC2 TermConnCreatedEv TB<br/>GC2 TermConnActiveEv TB<br/>GC2 CallCtlTermConnTalkingEv TB</p> <p>GC2 ConnConnectedEv P1<br/>GC2 CallCtlConnEstablishedEv P1<br/>GC1 ConnDisconnectedEv P1<br/>GC1 CallCtlConnDisconnectedEv P1</p> <p>GC1 TermConnDroppedEv TB<br/>GC1 CallCtlTermConnDroppedEv TB<br/>GC1 ConnDisconnectedEv B<br/>GC1 CallCtlConnDisconnectedEv B<br/>GC1 CallInvalidEv</p> <p>GC2 ConnDisconnectedEv P1<br/>GC2 CallCtlConnDisconnectedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> |                 |

| Action | Result | Event/Call info                                                            |
|--------|--------|----------------------------------------------------------------------------|
|        |        | <p>Cause = CAUSE_NORMAL<br/> park state = RETRIEVED<br/> sub ID = 1234</p> |

| Action                                                                                                                                                                                                                                                                                                                      | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Event/Call info                                                                                                                                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | CiscoCallID = CiscoCallID for GC1<br>park DN = P1<br>parked party = B<br>terminal = TA                                                                                                                                                                                                                                                                                               |
| <p><b>Step 4</b></p> <p>After step 1 or 2 above, B drops off the call invoking CiscoConnection.disconnect() on the connection of B.</p>                                                                                                                                                                                     | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv TB<br/>                     GC1 CallCtlTermConnDroppedEv TB<br/>                     GC1 ConnDisconnectedEv B<br/>                     GC1 CallCtlConnDisconnectedEv B</p> <p>GC1 ConnDisconnectedEv P1<br/>                     GC1 CallCtlConnDisconnectedEv P1<br/>                     GC1 CallInvalidEv</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/>                     park state = ABANDONED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p>                                                                                 |
| <p><b>Step 5</b></p> <p>Consider Park Monitoring forward no retrieve destination on A is configured as F</p> <p>After step 2, Park Monitoring Forward no retrieve timer starts</p> <ul style="list-style-type: none"> <li>• Park Monitoring Forward no retrieve timer expires.</li> <li>• Call is forwarded to F</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 ConnCreatedEv F<br/>                     GC1 ConnInProgressEv F<br/>                     GC1 CallCtlConnOfferedEv F<br/>                     GC1 ConnAlertingEv F<br/>                     GC1 CallCtlConnAlertingEv F</p> <p>GC1 ConnDisconnectedEv P1<br/>                     GC1 CallCtlConnDisconnectedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>              | <p>Reason =<br/>                     CiscoFeatureReason.FORWARD_NO_RETRIEVE</p> <p>Cause = CAUSE_NORMAL<br/>                     park state = FORWARDED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |

| Action                                                                                                                                                                                                                                                                                                                           | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Event/Call info                                                                                                                                                                                                                                                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 6</b></p> <p>Consider Forward no retrieve destination on A is configured to self</p> <ul style="list-style-type: none"> <li>• After step 2, Park Monitoring Forward no retrieve timer starts</li> <li>• Park Monitoring Forward no retrieve timer expires.</li> <li>• Call is forwarded to parker's line A</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 ConnCreatedEv A<br/>           GC1 ConnInProgressEv A<br/>           GC1 CallCtlConnOfferedEv A<br/>           GC1 ConnAlertingEv A<br/>           GC1 CallCtlConnAlertingEv A<br/>           GC1 TermConnCreatedEv TA<br/>           GC1 TermConnRingingEv TA<br/>           GC1 CallCtlTermConnRingingEvImpl TA</p> <p>GC1 ConnDisconnectedEv P1<br/>           GC1 CallCtlConnDisconnectedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Reason =<br/>           CiscoFeatureReason.FORWARD_NO_RETRIEVE</p> <p>Cause = CAUSE_NORMAL<br/>           park state = FORWARDED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p> |
| <p><b>Step 7</b></p> <p>Consider Forward no retrieve destination is not configured</p> <ul style="list-style-type: none"> <li>• After step 2, Park Monitoring Forward no retrieve timer starts</li> <li>• Park Monitoring Forward no retrieve timer expires.</li> <li>• Call is forwarded/reverted to parker's line A</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 ConnCreatedEv A<br/>           GC1 ConnInProgressEv A<br/>           GC1 CallCtlConnOfferedEv A<br/>           GC1 ConnAlertingEv A<br/>           GC1 CallCtlConnAlertingEv A<br/>           GC1 TermConnCreatedEv TA<br/>           GC1 TermConnRingingEv TA<br/>           GC1 CallCtlTermConnRingingEvImpl TA</p> <p>GC1 ConnDisconnectedEv P1<br/>           GC1 CallCtlConnDisconnectedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Reason = CiscoFeatureReason.PARKREMINDER</p> <p>Cause = CAUSE_NORMAL<br/>           park state = FORWARDED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p>                       |

## Use Case 2: Shared Line Scenario - Cisco Unified IP Phone Does Park

Initial scenario: Application has added Call Observer on A, B, A'. Application has added Address Observer on A. B calls A. A/A' ring. A answers.

| Action                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                     | Event/Call info                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Application invokes<br/>CiscoConnection.park()<br/>on connection on A.</p> <p>Park Monitoring<br/>Reversion timer starts</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>GC1 CallCtlTermConnDroppedEv TA<br/>GC1 TermConnDroppedEv TA'<br/>GC1 CallCtlTermConnDroppedEv TA'<br/>GC1 ConnDisconnectedEv A<br/>GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>GC1 ConnInProgressEv P1<br/>GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/>park state = PARKED<br/>sub ID = 1234<br/>CiscoCallID = CiscoCallID for GC1<br/>park DN = P1<br/>parked party = B<br/>terminal = TA</p> |



| Action                                                                                                                                                    | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Event/Call info                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|
| <p><b>Step 1</b></p> <p>Application invokes CiscoConnection.park() on connection on A.</p> <p>Park reversion timer starts</p>                             | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 TermConnDroppedEv TA'<br/>                     GC1 CallCtlTermConnDroppedEv TA'<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> <p><b>Note</b> New event is not seen as Cisco Unified IP Phone 7900 Series does park</p>                                                                                                                                                                                                                                                                                                                                      |                                                 |
| <p><b>Step 2</b></p> <p>Consider Park Reversion timer expires</p> <ul style="list-style-type: none"> <li>• Call is reverted to parker's line A</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 ConnCreatedEv A<br/>                     GC1 ConnInProgressEv A<br/>                     GC1 CallCtlConnOfferedEv A<br/>                     GC1 ConnAlertingEv A<br/>                     GC1 CallCtlConnAlertingEv A<br/>                     GC1 TermConnCreatedEv TA<br/>                     GC1 TermConnRingEv TA<br/>                     GC1 CallCtlTermConnRingEvImpl TA<br/>                     GC1 ConnInProgressEv A<br/>                     GC1 ConnAlertingEv A<br/>                     GC1 TermConnCreatedEv TA'<br/>                     GC1 TermConnRingEv TA'<br/>                     GC1 CallCtlTermConnRingEvImpl TA'</p> <p>GC1 ConnDisconnectedEv P1<br/>                     GC1 CallCtlConnDisconnectedEv P1</p> <p><b>Note</b> All shared lines including the Cisco Unified IP Phone (future model) phone A receives the incoming call</p> | <p>Reason = CiscoFeatureReason.PARKREMINDER</p> |

## Use Case 4: Use Case for Snap Shot Scenario

Initial scenario: Application has added Call Observer on A, B. Application has NOT added Address Observer on A. B calls A. A answers.

| Action                                                                                                                                   | Result                                                                                                                                                                                                                                                                                                                                                                                     | Event/Call info                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Application invokes CiscoConnection.park() on connection on A.</p> <p>Park Monitoring reversion timer starts</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> |                                                                                                                                                                                                                                                                                                     |
| <p><b>Step 2</b></p> <p>After step 1, application now adds Address Observer on A.</p>                                                    | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                                      | <p>Cause = CAUSE_SNAPSHOT<br/>                     park state = PARKED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |
| <p><b>Step 3a</b></p> <p>After step 2, consider Park Monitoring Reversion timer expires</p>                                              | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                                      | <p>Cause = CAUSE_NORMAL<br/>                     park state = PARKED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p>   |



| Action                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Event/Call info |
|----------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 3b</b></p> <p>After step 1, application sends unpark request CiscoTerminal.unpark() on Terminal of C.</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC2 CallActiveEv<br/>                     GC2 ConnCreatedEv C<br/>                     GC2 ConnConnectedEv C<br/>                     GC2 CallCtlConnInitiatedEv C<br/>                     GC2 TermConnCreatedEv TC<br/>                     GC2 TermConnActiveEv TC<br/>                     GC2 CallCtlTermConnTalkingEv TC<br/>                     GC2 CallCtlConnDialingEv C<br/>                     GC2 CallCtlConnEstablishedEv C</p> <p>GC2 ConnCreatedEv P1<br/>                     GC2 ConnInProgressEv P1<br/>                     GC2 CallCtlConnOfferedEv P1</p> <p>GC1 CiscoCallChangedEv</p> <p>GC2 ConnCreatedEv B<br/>                     GC2 ConnConnectedEv B<br/>                     GC2 CallCtlConnEstablishedEv B<br/>                     GC2 TermConnCreatedEv TB<br/>                     GC2 TermConnActiveEv TB<br/>                     GC2 CallCtlTermConnTalkingEv TB</p> <p>GC2 ConnConnectedEv P1<br/>                     GC2 CallCtlConnEstablishedEv P1<br/>                     GC1 ConnDisconnectedEv P1<br/>                     GC1 CallCtlConnDisconnectedEv P1</p> <p>GC1 TermConnDroppedEv TB<br/>                     GC1 CallCtlTermConnDroppedEv TB<br/>                     GC1 ConnDisconnectedEv B<br/>                     GC1 CallCtlConnDisconnectedEv B<br/>                     GC1 CallInvalidEv</p> <p>GC2 ConnDisconnectedEv P1<br/>                     GC2 CallCtlConnDisconnectedEv P1</p> |                 |

Use Case 5: Park DN Is Monitored

| Action                                                                     | Result                                                                                                            | Event/Call info |
|----------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|-----------------|
| <b>Step 4</b><br>After step 3, application now adds Address Observer on A. | <b>New address event with park</b><br>state = RETRIEVED is not received at A, since the call is already retrieved |                 |

### Use Case 5: Park DN Is Monitored

Initial scenario: Application has added Call Observer on A, B. Application invokes registerFeature() API on Provider in order to monitor park DN P1. Application has added Address Observer on A. B calls A. A answers.

| Action                                                                                                                    | Result                                                                                                                                                                                                                                                                                                                                                                                                                              | Event/Call info                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Step 1</b><br>Application invokes CiscoConnection.park() on connection on A.<br>Park Monitoring reversion timer starts | <b>Events received at Provider Observer Prov1</b><br>CiscoProvCallParkEv<br><br><b>Events received at Call Observer on A, B</b><br>GC1 TermConnDroppedEv A<br>GC1 CallCtlTermConnDroppedEv TA<br>GC1 ConnDisconnectedEv A<br>GC1 CallCtlConnDisconnectedEv A<br><br>GC1 ConnCreatedEv P1<br>GC1 ConnInProgressEv P1<br>GC1 CallCtlConnQueuedEv P1<br><br><b>Events received at Address Observer on A</b><br>CiscoAddrParkStatusEv A | Cause = CAUSE_NORMAL<br>park state = PARKED<br>sub ID = 1234<br>CiscoCallID = CiscoCallID for GC1<br>park DN = P1<br>parked party = B<br>terminal = TA |

### Use Case 6: Query Number of Parked Calls

Initial scenario: Application has added Call Observer on A, B, C.

| Action                                                                                                                                                         | Result                                                                                                                                                                                                                                                                                                                                                                                     | Event/Call info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <p>B calls A. A answers. Application invokes CiscoConnection.park() on connection on A.</p>                                               | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> |                 |
| <p><b>Step 2</b></p> <p>C calls A. A answers. Application invokes CiscoConnection.park() on connection on A for the second call on A.</p>                      | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P2<br/>                     GC1 ConnInProgressEv P2<br/>                     GC1 CallCtlConnQueuedEv P2</p> |                 |
| <p><b>Step 3</b></p> <p>Application invokes CiscoAddress.getAddress CallInfo( Term A)</p> <p>Application invokes CiscoAddress CallInfo.getNumParkedCalls()</p> | <p>CiscoAddressCallInfo is returned which includes information about number of parked calls</p> <p>getNumParkedCalls() returns 2</p>                                                                                                                                                                                                                                                       |                 |

## Use Case 7: Filter Enabling or Disabling

Initial scenario: Application has added Call Observer on A, B. B calls A. A answers.

**Use Case 8: Filter Enabling or Disabling**

| Action                                                                                                                                                                                                                                                                    | Result                                                                                                                                                                                                                                                                                                                                                                                                                                         | Event/Call info                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Initially filter is disabled.</p> <ul style="list-style-type: none"> <li>• Application adds AddressObserver on A.</li> <li>• Application now invokes CiscoConnection.park() on connection on A.</li> <li>• Park reversion timer starts</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>           GC1 CallCtlTermConnDroppedEv TA<br/>           GC1 ConnDisconnectedEv A<br/>           GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>           GC1 ConnInProgressEv P1<br/>           GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>No event received as filter is disabled</p> |                                                                                                                                                                                                                                          |
| <p><b>Step 2</b></p> <p>After step 1, Application enables filter via setCiscoAddrPark StatusEvFilter(true) and then by invoking CiscoAddress.setFilter(CiscoAddrEvFilter), for being able to receive the events.</p>                                                      | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                                                                                          | <p>Cause = CAUSE_SNAPSSHOT<br/>           park state = PARKED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p> |

**Use Case 8: Filter Enabling or Disabling**

Initial scenario: From the phone B calls A. A answers.(Call Observers are not added)

| Action                                                                                                                                                                                                                                                        | Result                                                                                | Event/Call info                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Initially filter is enabled.</p> <ul style="list-style-type: none"> <li>• Application adds AddressObserver on A.</li> <li>• Application now invokes park directly from the phone A.</li> <li>• Park reversion timer starts</li> </ul> | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/>           park state = PARKED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p> |

**Use Case 9: Filter Enabling or Disabling**

Initial scenario: From the phone B calls A. A answers.(Call Observers are not added)

| Action                                                                                                                                                                                                                                                                                                                                                         | Result                                                                                                                                                                                              | Event/Call info                                                                                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Initially filter is disabled.</p> <ul style="list-style-type: none"> <li>• Application adds AddressObserve on A.</li> <li>• Application now invokes park directly from the phone A.</li> <li>• Park reversion timer starts.</li> <li>• Application now enables filter and invokes CiscoAddress.setFilter(CiscoAddrEvFilter)</li> </ul> | <p><b>Events received at Address Observer on A</b></p> <p>No event received yet, since filter is disabled</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_SNAPSHOT<br/>                     park state = PARKED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |
| <p><b>Step 2</b></p> <p>Park reminder timer expires</p>                                                                                                                                                                                                                                                                                                        | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                               | <p>Cause = CAUSE_NORMAL<br/>                     park state = REMINDER<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |

### Use Case 10: Filter Enabling or Disabling

Initial Scenario : Initial scenario: Application has added Call Observer on A, B. B calls A. A answers.

| Action                                                                                                                                                                                                                                                                                             | Result                                                                                                                                                                                                                                                                                                                                                                                                                                         | Event/Call info                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Initially all filters are disabled in CiscoAddEvFilter</p> <ul style="list-style-type: none"> <li>• Application adds AddressObserver on A.</li> <li>• Application now invokes CiscoConnection.park() on connection on A.</li> <li>• Park reversion timer starts</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>           GC1 CallCtlTermConnDroppedEv TA<br/>           GC1 ConnDisconnectedEv A<br/>           GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>           GC1 ConnInProgressEv P1<br/>           GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>No event received as filter is disabled</p> |                                                                                                                                                                                                                                          |
| <p><b>Step 2</b></p> <p>After step 1, Application invokes setCiscoAddrParkStatusEvFilter(true) but does not invoke CiscoAddress.setFilter(CiscoAddrEvFilter)</p>                                                                                                                                   | <p><b>Events received at Address Observer on A</b></p> <p>No event received as the address filter is not set.</p>                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                          |
| <p><b>Step 3</b></p> <p>Now the application invokes setFilter(CiscoAddrEvFilter) on CiscoAddress</p>                                                                                                                                                                                               | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                                                                                          | <p>Cause = CAUSE_SNAPSSHOT<br/>           park state = PARKED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p> |

## Additional Use Cases for Park Monitoring

Phone B—Cisco Unified IP Phone 7900 Series with SIP/SCCP

Phone A—Future models.

Phone A’—Cisco Unified IP Phone 7900 Series with SIP/SCCP

Park DN—P1, P2

Phone C—Cisco Unified IP Phone 7900 Series with SIP/SCCP

All the default values for the Park Monitoring Reversion timer and Park Monitoring Forward No reversion timers apply.

1. Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers. Filter value has been set to 'true' through setCiscoAddrParkStatusEvFilter().

| Action                                                                                                                                                                                    | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Event/Call info                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>• Application invokes CiscoConnection.park() on connection on A.</li> <li>• Park Monitoring Reversion timer starts</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/>                     park state = PARKED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p>   |
| <p><b>Step 2</b></p> <p>After step 1, Park Monitoring reversion timer expires after the configured time</p>                                                                               | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                                                                                                                            | <p>Cause = CAUSE_NORMAL<br/>                     park state = REMINDER<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |

| Action                                                                                                                   | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Event/Call info                                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 3</b></p> <p>After step 1 or 2, application sends unpark request CiscoTerminal.unpark() on Terminal of C.</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC2 CallActiveEv<br/> GC2 ConnCreatedEv C<br/> GC2 ConnConnectedEv C<br/> GC2 CallCtlConnInitiatedEv C<br/> GC2 TermConnCreatedEv TC<br/> GC2 TermConnActiveEv TC<br/> GC2 CallCtlTermConnTalkingEv TC<br/> GC2 CallCtlConnDialingEv C<br/> GC2 CallCtlConnEstablishedEv C</p> <p>GC2 ConnCreatedEv P1<br/> GC2 ConnInProgressEv P1<br/> GC2 CallCtlConnOfferedEv P1</p> <p>GC1 CiscoCallChangedEv</p> <p>GC2 ConnCreatedEv B<br/> GC2 ConnConnectedEv B<br/> GC2 CallCtlConnEstablishedEv B<br/> GC2 TermConnCreatedEv TB<br/> GC2 TermConnActiveEv TB<br/> GC2 CallCtlTermConnTalkingEv TB</p> <p>GC2 ConnConnectedEv P1<br/> GC2 CallCtlConnEstablishedEv P1<br/> GC1 ConnDisconnectedEv P1<br/> GC1 CallCtlConnDisconnectedEv P1</p> <p>GC1 TermConnDroppedEv TB<br/> GC1 CallCtlTermConnDroppedEv TB<br/> GC1 ConnDisconnectedEv B<br/> GC1 CallCtlConnDisconnectedEv B<br/> GC1 CallInvalidEv</p> <p>GC2 ConnDisconnectedEv P1<br/> GC2 CallCtlConnDisconnectedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/> park state = RETRIEVED<br/> sub ID = 1234<br/> CiscoCallID = CiscoCallID for GC1<br/> park DN = P1<br/> parked party = B<br/> terminal = TA</p> |



| Action                                                                                                                                                                                                                                                                                                                          | Result                                                                                                                                                                                                                                                                                                                                                                                                                               | Event/Call info                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 4</b></p> <p>After step 1 or 2 above, B drops off the call invoking <code>CiscoConnection.disconnect()</code> on the connection of B.</p>                                                                                                                                                                            | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv TB<br/>           GC1 CallCtlTermConnDroppedEv TB<br/>           GC1 ConnDisconnectedEv B<br/>           GC1 CallCtlConnDisconnectedEv B</p> <p>GC1 ConnDisconnectedEv P1<br/>           GC1 CallCtlConnDisconnectedEv P1<br/>           GC1 CallInvalidEv</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/>           park state = ABANDONED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p>                                                                       |
| <p><b>Step 5</b></p> <p>Consider Park Monitoring forward no retrieve destination on A is configured as F</p> <ul style="list-style-type: none"> <li>• After step 2, Park Monitoring Forward no retrieve timer starts</li> <li>• Park Monitoring Forward no retrieve timer expires.</li> <li>• Call is forwarded to F</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 ConnCreatedEv F<br/>           GC1 ConnInProgressEv F<br/>           GC1 CallCtlConnOfferedEv F<br/>           GC1 ConnAlertingEv F<br/>           GC1 CallCtlConnAlertingEv F</p> <p>GC1 ConnDisconnectedEv P1<br/>           GC1 CallCtlConnDisconnectedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>              | <p>Reason =<br/>           CiscoFeatureReason.FORWARD_NO_RETRIEVE</p> <p>Cause = CAUSE_NORMAL<br/>           park state = FORWARDED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p> |



| Action                                                                                                                                                                                                                                                                                                | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Event/Call info                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Application invokes CiscoConnection.park() on connection on A.</p> <p>Park Monitoring Reversion timer starts</p>                                                                                                                                                              | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>           GC1 CallCtlTermConnDroppedEv TA<br/>           GC1 TermConnDroppedEv TA'<br/>           GC1 CallCtlTermConnDroppedEv TA'<br/>           GC1 ConnDisconnectedEv A<br/>           GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>           GC1 ConnInProgressEv P1<br/>           GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                          | <p>Cause = CAUSE_NORMAL<br/>           park state = PARKED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p>    |
| <p><b>Step 2</b></p> <p>Consider Forward no retrieve destination is not configured,</p> <ul style="list-style-type: none"> <li>• Consider Park Monitoring Reversion timer and Park Monitoring Forward no reversion timer expires.</li> <li>• Call is forwarded/reverted to parker's line A</li> </ul> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 ConnCreatedEv A<br/>           GC1 ConnInProgressEv A<br/>           GC1 CallCtlConnOfferedEv A<br/>           GC1 ConnAlertingEv A<br/>           GC1 CallCtlConnAlertingEv A<br/>           GC1 TermConnCreatedEv TA<br/>           GC1 TermConnRinginEv TA<br/>           GC1 CallCtlTermConnRinginEvImpl TA<br/>           GC1 ConnInProgressEv A<br/>           GC1 ConnAlertingEv A<br/>           GC1 TermConnCreatedEv TA'<br/>           GC1 TermConnRinginEv TA'<br/>           GC1 CallCtlTermConnRinginEvImpl TA'</p> <p>GC1 ConnDisconnectedEv P1<br/>           GC1 CallCtlConnDisconnectedEv P1</p> |                                                                                                                                                                                                                                          |
|                                                                                                                                                                                                                                                                                                       | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> <p><b>Note</b> All shared lines ring as is today</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Cause = CAUSE_NORMAL<br/>           park state = FORWARDED<br/>           sub ID = 1234<br/>           CiscoCallID = CiscoCallID for GC1<br/>           park DN = P1<br/>           parked party = B<br/>           terminal = TA</p> |

3. Initial scenario: Application has added Call Observer on A, B. Application has NOT added Address Observer on A. B calls A. A answers. Filter value has been set to 'true' through setCiscoAddrParkStatusEvFilter().

| Action                                                                                                                                   | Result                                                                                                                                                                                                                                                                                                                                                                                     | Event/Call info                                                                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Application invokes CiscoConnection.park() on connection on A.</p> <p>Park Monitoring reversion timer starts</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> |                                                                                                                                                                                                                                                                                                     |
| <p><b>Step 2</b></p> <p>After step 1, application now adds Address Observer on A.</p>                                                    | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                                      | <p>Cause = CAUSE_SNAPSHOT<br/>                     park state = PARKED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |
| <p><b>Step 3a</b></p> <p>After step 2, consider Park Monitoring Reversion timer expires</p>                                              | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                                                                                                                                                                                                                                                                                                      | <p>Cause = CAUSE_NORMAL<br/>                     park state = REMINDER<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |

| Action                                                                                                               | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Event/Call info |
|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 3b</b></p> <p>After step 1, application sends unpark request CiscoTerminal.unpark() on Terminal of C.</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC2 CallActiveEv<br/>                     GC2 ConnCreatedEv C<br/>                     GC2 ConnConnectedEv C<br/>                     GC2 CallCtlConnInitiatedEv C<br/>                     GC2 TermConnCreatedEv TC<br/>                     GC2 TermConnActiveEv TC<br/>                     GC2 CallCtlTermConnTalkingEv TC<br/>                     GC2 CallCtlConnDialingEv C<br/>                     GC2 CallCtlConnEstablishedEv C</p> <p>GC2 ConnCreatedEv P1<br/>                     GC2 ConnInProgressEv P1<br/>                     GC2 CallCtlConnOfferedEv P1</p> <p>GC1 CiscoCallChangedEv</p> <p>GC2 ConnCreatedEv B<br/>                     GC2 ConnConnectedEv B<br/>                     GC2 CallCtlConnEstablishedEv B<br/>                     GC2 TermConnCreatedEv TB<br/>                     GC2 TermConnActiveEv TB<br/>                     GC2 CallCtlTermConnTalkingEv TB</p> <p>GC2 ConnConnectedEv P1<br/>                     GC2 CallCtlConnEstablishedEv P1<br/>                     GC1 ConnDisconnectedEv P1<br/>                     GC1 CallCtlConnDisconnectedEv P1</p> <p>GC1 TermConnDroppedEv TB<br/>                     GC1 CallCtlTermConnDroppedEv TB<br/>                     GC1 ConnDisconnectedEv B<br/>                     GC1 CallCtlConnDisconnectedEv BC1<br/>                     CallInvalidEv</p> <p>GC2 ConnDisconnectedEv P1<br/>                     GC2 CallCtlConnDisconnectedEv P1</p> |                 |
| <p><b>Step 4</b></p> <p>After step 3, application now adds Address Observer on A.</p>                                | <p>New address event with park state = RETRIEVED is not received at A, since the call is already retrieved</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                 |

- Initial scenario: Application has added Call Observer on A, B, C. Filter value has been set to 'true' through setCiscoAddrParkStatusEvFilter().

| Action                                                                                                                                                       | Result                                                                                                                                                                                                                                                                                                                                                                                     | Event/Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <p>B calls A. A answers. Application invokes CiscoConnection.park() on connection on A.</p>                                             | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> |                 |
| <p><b>Step 2</b></p> <p>C calls A. A answers. Application invokes CiscoConnection.park() on connection on A for the second call on A.</p>                    | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P2<br/>                     GC1 ConnInProgressEv P2<br/>                     GC1 CallCtlConnQueuedEv P2</p> |                 |
| <p><b>Step 3</b></p> <p>Application invokes CiscoAddress.getAddressCallInfo( Term A)</p> <p>Application invokes CiscoAddressCallInfo.getNumParkedCalls()</p> | <p>CiscoAddressCallInfo is returned which includes information about number of parked calls</p> <p>getNumParkedCalls() returns 2</p>                                                                                                                                                                                                                                                       |                 |

- Use case to check for address event filter to control event notification- Filter value is set to 'false' through setCiscoAddrParkStatusEvFilter(). This is also the default value.

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers.

| Action                                                                                                                                                                                       | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Event/Call info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <p>By default the address event filter value is false. Application invokes CiscoConnection.park() on connection on A.</p> <p>Park Monitoring Reversion timer starts</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>No event notification since filter value is false</p> |                 |

- Use case to check for address event filter to control event notification. Filter value has been set to 'true' through setCiscoAddrParkStatusEvFilter().

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers.

| Action                                                                                                                                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Event/Call info                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 1</b></p> <p>Application enables the filter through CiscoAddrEvFilter.<br/>                     setCiscoAddrParkStatusEvFilter(true).<br/>                     Application invokes CiscoConnection.park() on connection on A.</p> <p>Park Monitoring Reversion timer starts</p> | <p><b>Events received at Call Observer on A, B</b></p> <p>GC1 TermConnDroppedEv A<br/>                     GC1 CallCtlTermConnDroppedEv TA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 ConnCreatedEv P1<br/>                     GC1 ConnInProgressEv P1<br/>                     GC1 CallCtlConnQueuedEv P1</p> <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p> | <p>Cause = CAUSE_NORMAL<br/>                     park state = PARKED<br/>                     sub ID = 1234<br/>                     CiscoCallID = CiscoCallID for GC1<br/>                     park DN = P1<br/>                     parked party = B<br/>                     terminal = TA</p> |

| Action                                                                                                                                                                                                            | Result                                                                                                    | Event/Call info                                                                                                                                                         |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Step 2</b></p> <p>After step 1 above, Application now disables the filter through CiscoAddrEvFilter.<br/>setCiscoAddrParkStatusEvFilter(false).</p> <p>Consider Park Monitoring Reversion timer expires</p> | <p><b>Events received at Address Observer on A</b></p> <p>No event notification as filter is disabled</p> |                                                                                                                                                                         |
| <p><b>Step 3</b></p> <p>After step 2 above, Application now enables the filter through CiscoAddrEvFilter.<br/>setCiscoAddrParkStatusEvFilter(true).</p>                                                           | <p><b>Events received at Address Observer on A</b></p> <p>CiscoAddrParkStatusEv A</p>                     | <p>Cause = CAUSE_SNAPSHOT<br/>park state = REMINDER<br/>sub ID = 1234<br/>CiscoCallID = CiscoCallID for GC1<br/>park DN = P1<br/>parked party = B<br/>terminal = TA</p> |

7. Use case to check the value of the filter set for the event CiscoAddrParkStatusEv.

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers.

| Action                                                                                                                                                                                                                               | Result                                                     | Event/Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <p>Application disables the filter through CiscoAddrEvFilter.<br/>setCiscoAddrParkStatusEvFilter(false)</p> <p>Application invokes the API<br/>getCiscoAddrParkStatusEvFilter() on<br/>CiscoAddrEvFilter.</p>   | <p>The application receives the Boolean value 'false'.</p> |                 |
| <p><b>Step 2</b></p> <p>Application enables the filter value through CiscoAddrEvFilter.<br/>setCiscoAddrParkStatusEvFilter(true)</p> <p>Application invokes the API<br/>getCiscoAddrParkStatusEvFilter on<br/>CiscoAddrEvFilter.</p> | <p>The Application receives the Boolean value 'true'.</p>  |                 |

8. Use case to check the notification of CiscoAddrIntercomInfoChangedEv and the value of the filter for the event, when the Intercom feature (target DN and/or intercom target label) has not been changed.

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers



| Action                                                                                                                                                                                                                                                                | Result                                                                                                                                                                    | Event/Call info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <p>Application has set the filter value to 'false' through CiscoAddrEvFilter.<br/>setAddrIntercomInfo<br/>ChangedEvFilter(false)</p> <p>Application invokes the API<br/>getCiscoAddrIntercomInfo<br/>ChangedEvFilter() on CiscoAddrEvFilter.</p> | <p><b>Events received at Address Observer on A</b></p> <p>No address notification as filter is disabled.</p> <p>The application receives the Boolean value 'false'.</p>   |                 |
| <p><b>Step 2</b></p> <p>Application enables the filter value through CiscoAddrEvFilter.<br/>setCiscoAddrIntercomInfo<br/>ChangedEvFilter(true)</p> <p>Application invokes the API<br/>getCiscoAddrIntercomInfo<br/>ChangedEvFilter on CiscoAddrEvFilter.</p>          | <p>Events Received at Address Observer on A</p> <p>No events received as the intercom Feature is unchanged.</p> <p>The application receives the Boolean value 'true'.</p> |                 |

- Use case to check the notification of CiscoAddrIntercomInfoChangedEv and the value of the filter for the event, when the Intercom feature (target DN and/or intercom target label) has been changed.

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers

| Action                                                                                                                                                                                                                                                                                                                                                                 | Result                                                                                                                                                                  | Event/Call info |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <p>Application has set the filter value to 'false' through CiscoAddrEvFilter.<br/>setAddrIntercomInfo<br/>ChangedEvFilter(false)</p> <p>Application issues<br/>CiscoIntercomAddress.setIntercomTarget()<br/>on intercom address A</p> <p>Application invokes the API<br/>getCiscoAddrIntercomInfo<br/>ChangedEvFilter() on CiscoAddrEvFilter.</p> | <p><b>Events received at Address Observer on A</b></p> <p>No address notification as filter is disabled.</p> <p>The application receives the Boolean value 'false'.</p> |                 |

| Action                                                                                                                                                                                                                                                                                                                                  | Result                                                                                                                                               | Event/Call info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 2</b></p> <p>Application enables the filter value through CiscoAddrEvFilter.<br/>setCiscoAddrIntercomInfoChangedEvFilter(true)</p> <p>Application issues CiscoIntercomAddress.setIntercomTarget() on intercom address A</p> <p>Application invokes the API getCiscoAddrIntercomInfoChangedEvFilter on CiscoAddrEvFilter.</p> | <p>Events Received at Address Observer on A</p> <p>CiscoAddrIntercomInfoChangedEv A</p><br><p>The application receives the Boolean value 'true'.</p> |                 |

- Use case to check the notification of CiscoAddrIntercomInfoRestorationFailedEv and the value of the filter for this event.

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Result                                                                                                                                                       | Event/Call info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>Application has set the filter value to 'false' through CiscoAddrEvFilter.<br/>setCiscoAddrIntercomInfoRestorationEvFilter(false)</li> <li>Application has set intercom target DN and label for intercom address A. Now CTI Manager goes outofservice, JTAPI failover to another CTIManager node. After intercom address A come back in service, JTAPI tries to restore intercom target DN , label and UnicodeLabel to the set values, however due to race condition some other application has already set the target DN, JTAPI get failure response from CTI.</li> <li>Applications invokes the API getCiscoAddrIntercomInfoRestorationEvFilter() on CiscoAddrEvFilter.</li> </ul> | <p>Events Received at Address Observer on A</p> <p>No notification as the filter is disabled.</p><br><p>The Application receives a Boolean value 'false'</p> |                 |

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Result                                                                                                                                                | Event/Call info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 2</b></p> <ul style="list-style-type: none"> <li>The application enables the filter through the API CiscoAddrEvFilter.<br/>setCiscoAddrIntercomInfo<br/>RestorationEvFilter(true)</li> <li>Application has set intercom target DN and label for intercom address A. Now CTI Manager goes outofservice, JTAPI failover to another CTIManager node. After intercom address A come back in service, JTAPI tries to restore intercom target DN , label and UnicodeLabel to the set values, however due to race condition some other application has already set the target DN, JTAPI get failure response from CTI.</li> <li>Applications invokes the API<br/>getCiscoAddrIntercomInfo<br/>RestorationEvFilter() on CiscoAddrEvFilter.</li> </ul> | <p>Events Received at Address Observer on A<br/>CiscoAddrIntercomInfoRestorationFailedEv A</p> <p>The Application receives a Boolean value 'true'</p> |                 |

- Use case to check the notification of CiscoAddrRecordingConfigChangedEv and the value of the filter for this event.

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers

Recording Profile Configurations Settings have not been changed

| Action                                                                                                                                                                                                                                                                                                                                                     | Result                                                                                                                                                                  | Event/Call info |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>Application has set the filter value to 'false' through CiscoAddrEvFilter.<br/>setCiscoAddrRecording<br/>ConfigChangedEvFilter is set to default value (false)</li> <li>Application invokes the API<br/>getCiscoAddrRecording<br/>ConfigChangedEvFilter() on<br/>CiscoAddrEvFilter.</li> </ul> | <p><b>Events received at Address Observer on A</b></p> <p>No address notification as filter is disabled.</p> <p>The application receives the Boolean value 'false'.</p> |                 |

| Action                                                                                                                                                                                                                                                                                        | Result                                                                                                                                                              | Event/Call info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 2</b></p> <ul style="list-style-type: none"> <li>Application enables the filter value through CiscoAddrEvFilter. setCiscoAddrRecordingConfigChangedEvFilter(true)</li> <li>Application invokes the API getCiscoAddrRecordingConfigChangedEvFilter on CiscoAddrEvFilter.</li> </ul> | <p>Events Received at Address Observer on A</p> <p>No events as the Recording settings are unchanged.</p> <p>The application receives the Boolean value 'true'.</p> |                 |

12. Use case to check the notification of CiscoAddrRecordingConfigChangedEv and the value of the filter for this event.

Initial scenario: Application has added Call Observer on A and B. Application has added Address Observer on A. B calls A. A answers

| Action                                                                                                                                                                                                                                                                                                                                                                                  | Result                                                                                                                                                                  | Event/Call info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|
| <p><b>Step 1</b></p> <ul style="list-style-type: none"> <li>Application has set the filter value to 'false' through CiscoAddrEvFilter. setCiscoAddrRecordingConfigChangedEvFilter (false)User changes the Recording Profile Configurations, through the Admin Pages.</li> <li>Application invokes the API getCiscoAddrRecordingConfigChangedEvFilter() on CiscoAddrEvFilter.</li> </ul> | <p><b>Events received at Address Observer on A</b></p> <p>No address notification as filter is disabled.</p> <p>The application receives the Boolean value 'false'.</p> |                 |
| <p><b>Step 2</b></p> <ul style="list-style-type: none"> <li>Application enables the filter value through CiscoAddrEvFilter. setCiscoAddrRecordingConfigChangedEvFilter(true)User changes the Recording Profile Configurations, through the Admin Pages.</li> <li>Application invokes the API getCiscoAddrRecordingConfigChangedEvFilter on CiscoAddrEvFilter.</li> </ul>                | <p>Events Received at Address Observer on A</p> <p>CiscoAddrRecordingConfigChangedEv A</p> <p>The application receives the Boolean value 'true'.</p>                    |                 |

## Use Cases Related to DPark

Initial set up:

- Application has added call observer on B and A
- User has configured DPark DN **D**

- B is a future model Cisco Unified IP Phone
- A calls B. B answers with GCID GC1

| Call Scenario                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Expected behavior                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Assisted DPark from a Cisco Unified IP Phone:</p> <ul style="list-style-type: none"> <li>• Cisco Unified IP Phone phone B (which is on active call with A) presses the pre-configured ‘DPark BLF’ button</li> <li>• The parked party A will be connected to D and hearMoH</li> </ul>                                                                                                                                                                                                | <p>When A( parked party) is connected to D, the following events are received</p> <p><b>Events received at Call Observer on B, A</b></p> <p>GC1 CallCtlTermConnHeldEv TB (CiscoFeatureReason. REASON_DPARK_CALLPARK)<br/>           GC1 CiscoTermConnSelectChangedEv TB<br/>           GC1 ConnUnknownEv B<br/>           GC1 CallCtlConnUnknownEv B<br/>           GC1 TermConnUnknownEv TB (CiscoFeatureReason. REASON_REFERER))<br/>           GC1 ConnCreatedEv DGC1 ConnInProgressEv DGC1 CallCtlConnQueuedEv D (CiscoFeatureReason. REASON_REFERER))<br/>           GC1 TermConnDroppedEv TB GC1 CallCtlTermConnDroppedEv TBGC1 ConnDisconnectedEv BGC1 CallCtlConnDisconnectedEv B(CiscoFeatureReason. REASON_REFERER))</p> |
| <p>DPark from Cisco Unified IP Phone</p> <ul style="list-style-type: none"> <li>• Cisco Unified IP Phone phone B (which is on active call with A) presses the ‘Transfer’ softkey</li> <li>• Parked party A is put on hold, and parker B dials <b>D</b></li> <li>• Parker B is connected to D and hears MOH.</li> <li>• Parker B presses"Transfer" softkey again to complete the transfer of the parked party A to Dpark code D.</li> <li>• Parked party A is connected to D</li> </ul> | <p>No change in behavior. All events/reason remain the same as is today</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <p><b>DPark from JTAPI API</b></p> <ul style="list-style-type: none"> <li>• Application requests for a consult call from B, using the consult() API with destination address as DPark DN D. Say this call has GCID–GC2</li> <li>• Application complete transfer, using the transfer() API GC1.transfer(GC2)</li> <li>• When transfer is completed A is connected to DPark DN</li> </ul>                                                                                                | <p>No change in behavior. All events/reason remain the same as is today</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Call Scenario                                                                                                                                                                                                                                                                                                            | Expected behavior                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| <p><b>Unpark from JTAPI API</b></p> <ul style="list-style-type: none"> <li>• Consider application is observing C.</li> <li>• After step 3, application issues a request to unpark using the connect() API, with destination address as the prefix code followed by DPark code.</li> <li>• A is connected to C</li> </ul> | <p>No change in behavior. All events/reason remain the same as is today</p>      |
| <p><b>Redirect to DPark DN via JTAPI API</b></p> <ul style="list-style-type: none"> <li>• B redirects to DPark code D, via the redirect() API with redirect destination as D.</li> </ul>                                                                                                                                 | <p>No change in behavior. B is connected to DPark DN, but no park operation.</p> |

## Logical Partitioning Feature Use Cases

Redirect from a Logical Partition (LP) Restricted Cluster

Terminal TA is configured with address A and is registered to a cluster which is configured with logical partition restrictions. Terminal TX is registered with address X which is configured to a cluster with no LP configuration.

| Action                                                        | Result                                                                                                                                                         |
|---------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>X calls A. A redirects the call to a local PSTN number</p> | <p>PlatformException is thrown to redirect request.<br/>getErrorCode() on the exception returns CiscoJtapiException.<br/>REDIRECT_CALL_PARTITIONING_POLICY</p> |

| Action                                                                 | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls X (GC1) , X redirects the call to its local PSTN number</p> | <p>Originating cluster recognizes that the call is redirect to a PSTN and disconnects the call</p> <p><b>Events delivered to Call Observer of A</b></p> <p>GC1 ConnFailedEv A CAUSE:<br/>CiscoCallEv.CAUSE_SERVNOTAVAILUNSPECIFIED</p> <p>GC1 CallCtlConnFailedEv CAUSE:<br/>CiscoCallEv.CAUSE_SERVNOTAVAILUNSPECIFIED</p> <p>GC1: GC1 TermConnDroppedEv A<br/>GC1 CallCtlTermConnDroppedEv TA<br/>GC1 ConnDisconnectedEv A<br/>GC1 CallCtlConnDisconnectedEv A<br/>GC1 ConnDisconnected X<br/>GC1 CallCtlConnDisconnectedEv X<br/>GC1 CallInvalidEv</p> |

**Call forward:** Call to a address which is forward all to PSTM in GeoLocation with “disallowed” policy

| Action                                                                                                                                                      | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>setForward on A t o local PSTN</p> <p>Application is monitoring X.</p> <ul style="list-style-type: none"> <li>• X calls A using GC1.connect()</li> </ul> | <p>Connect() API succeeds but the call is dropped due to restrictions on A side.</p> <p><b>Events delivered to call observer of X</b></p> <p>GC1 ConnFailedEv A CAUSE: CiscoCallEv.CAUSE_SERVNOTAVAILUNSPECIFIED</p> <p>GC1 CallCtlConnFailedEv CAUSE:<br/>CiscoCallEv.CAUSE_SERVNOTAVAILUNSPECIFIED</p> <p>GC1: GC1 TermConnDroppedEv X<br/>GC1 CallCtlTermConnDroppedEv TX<br/>GC1 ConnDisconnectedEv X<br/>GC1 CallCtlConnDisconnectedEv X<br/>GC1 ConnDisconnected A<br/>GC1 CallCtlConnDisconnectedEv A<br/>GC1 CallInvalidEv</p> |

**Call Transfer:** Transferring a call from different geo location to PSTN by controller in GeoLocation with “disallowed” policy

Shared Lines

| Action                                                                                                   | Result                                                                                                            |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| X calls A, A consults to PSTN number.<br><br>Application is monitoring A.<br>• A completes the transfer. | Platform exception is thrown to transfer() request.<br>getErrorCode() returns CiscoJtapiException. TRANSFERFAILED |

**Call Conference:** Conferencing a call from different location to PSTN by controller in GeoLocation with “disallowed” policy

| Action                                                                                                     | Result                                                                                                                             |
|------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| X calls A, A consults to PSTN number.<br><br>Application is monitoring A.<br>• A completes the conference. | Platform exception is thrown to conference() request.<br>getErrorCode() returns CiscoJtapiException. CTIERR_FEATURE_NOT_AVAILABLE. |

**Call Park / UnPark:** Parking and un parking a PSTN call.

A and B are in the same cluster but configured in different geo locations with LP restrictions. PSTN is the same geo location as B

| Action                                                                                                                                   | Result                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| PSTN number calls A, A answers and parks the call.<br><br>Application is monitoring A and B<br>• B un-parks the call using unpark() API. | Call fails:<br>ConnFailedEv A CAUSE: CiscoCallEv.CAUSE_SERVNOTAVAILUNSPECIFIED<br>CallCtlConnFailedEv CAUSE: CiscoCallEv.CAUSE_SERVNOTAVAILUNSPECIFIED |

Shared Lines

TermA and TermA’ are in the same cluster but configured in different geo locations with LP restrictions. PSTN is the same geo location as TermA.

| Action                                | Result                                                                                                            |
|---------------------------------------|-------------------------------------------------------------------------------------------------------------------|
| PSTN number calls A. Only TermA rings | GC1: CallActiveEv<br>GC1: ConnAlertingEv A<br>GC1: TermConnRingingEv TermA<br>GC1: CallCtlTermConnRingingEv TermA |



## Call Park Reversion with Shared Lines in Different Geographic Locations

TermA and TermA' are in the same cluster but configured in different geo locations with LP restrictions. PSTN is the same geo location as TermA.

| Action                                                                                                              | Result                                                                                                      |
|---------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| PSTN number calls A, TermA answers and parks the call.<br>After time out call is offered at TermA and not at TermA' | GC1: CallActiveEv<br>GC1: ConnAlertingEv A<br>GC1: TermConnRingEv TermA<br>GC1: CallCtlTermConnRingEv TermA |

## ComponentUpdater Enhancement Use Cases

| Action                                                                                                                     | Result                                       |
|----------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|
| Application calls ComponentUpdater(null)                                                                                   | Updater.log is created in the same directory |
| Application calls ComponentUpdater("C:\\temp\\")                                                                           | Updater.log is created in c:\\temp           |
| Application calls ComponentUpdater("readonlydirectory")<br>Application does not have write permission to Readonlydirectory | No log is created.                           |

## IPv6 Support

Use case for getIPAddressingMode()

| Action                                                                                                                                                                                                         | Result                                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| <b>Step 1</b><br>IP Addressing mode for terminal A in Cisco Unified Communications Manager Admin pages is set as IPv4<br>Application invokes CiscoTerminal.getIPAddressingMode() on terminal A.                | getIPAddressingMode() returns 0                                       |
| <b>Step 2</b><br>After step 1, the IP Addressing mode is changed from IPv4 to IPv6. User would be prompted to re set the device.<br>Now application invokes CiscoTerminal.getIPAddressingMode() on terminal A. | getIPAddressingMode() returns 1( provided user had re-set the device) |

## Support for Cisco Unified IP Phone 6900 Series

| Scenario / Description                                                                                                                                                                                                                                    | Events to application                                                                                                                                                                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application connects to CTIManager.</p> <ul style="list-style-type: none"> <li>• TermA is a Cisco Unified IP Phone 6921.</li> <li>• TermB is a Cisco Unified IP Phone 7931 with roll over mode.</li> </ul> <p>Admin now enables the new user role.</p> | <p>CiscoProviderCapabilityChangedEv –<br/>CiscoProvider.canObserverTerminalsWithRoleOver() returns true.</p> <p>CiscoProviderCapabilityChangedEv<br/>.hasObserverTerminalsWithRoleOverChanged() returns true.</p> <p><b>Events to Provider Observer:</b></p> <p>CiscoTermActivatedEv TermA<br/>CiscoTermActivatedEv TermB</p>    |
| <p>Admin removes the new user role.</p>                                                                                                                                                                                                                   | <p>CiscoProviderCapabilityChangedEv –<br/>CiscoProvider.canObserverTerminalsWithRoleOver() returns false.</p> <p>CiscoProviderCapabilityChangedEv<br/>.hasObserverTerminalsWithRoleOverChanged() returns true.</p> <p><b>Events to Provider Observer:</b></p> <p>CiscoTermRestrictedEv TermA<br/>CiscoTermRestrictedEv TermB</p> |
| <p>Term A is a Cisco Unified IP 6900 series phone. Application does not have the new role enabled. Term A is in application control list</p> <p>Application adds observer on TermA</p>                                                                    | <p>PlatformException is thrown. getErrorCode() returns<br/>CiscoJtapiException.CTIERR_DEVICE_RESTRICTED</p>                                                                                                                                                                                                                      |
| <p>Call Scenarios:</p>                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                  |

| Scenario / Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Events to application                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Term A is configured with address A, A:P1, A:P2 where P1 and P2 are 2 partitions. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode” enabled.</p> <p>Term A is configured to roll over calls to same DN with max calls and busy trigger set to 1. Application adds callObserver on terminal. X calls A, application answers the call (GC1)</p> <p>Application issues consult request to Y (GC2). Call is created on A:P1</p>                                                                                                                            | <p><b>Events delivered to Terminal Observer</b></p> <p>GC1: ConnConnectedEv A</p> <p>GC1: CallCtlConnEstablishedEv A</p> <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC1: CallCtlTermConnHeldEv TermA</p> <p>GC2: CallActiveEv GC2: ConnCreatedEv A:P1</p> <p>GC2: ConnConnectedEv A:P1</p> <p>GC2: CallCtlConnInitiatedEv A:P1</p>                                                                                                                                                           |
| <p><b>No roll over for incoming calls:</b></p> <p>Term A is configured with address A, A:P1, A:P2 where P1 and P2 are 2 partitions. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode” enabled.</p> <p>Term A is configured to roll over calls to same DN with max calls and busy trigger set to 1. Application adds callObserver on terminal. X calls A, application answers the call (GC1).</p> <p>Applications calls A from B using connect API.</p>                                                                                                    | <p><b>Events delivered to Terminal Observer</b></p> <p>GC1: ConnConnectedEv A</p> <p>GC1: CallCtlConnEstablishedEv A</p> <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv B</p> <p>GC2: ConnConnectedEv B</p> <p>GC2: CallCtlConnInitiatedEv B</p> <p>GC2: TermConnCreatedEv TermB</p> <p>GC2: CallCtlConnDialingEv B</p> <p>GC2: CallCtlConnEstablishedEv B</p> <p>GC2: ConnFailedEv B.</p> <p>getCiscoCause() returns CiscoCallEv.CAUSE_USERBUSY</p> |
| <p><b>Roll over for Transfer and Conference (consult())only:</b></p> <p>Term A is configured with address A, A:P1, A:P2 where P1 and P2 are 2 partitions. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode” enabled.</p> <p>Term A is configured to roll over calls to same DN with max calls and busy trigger set to 1. Application adds callObserver on terminal. X calls A, application answers the call (GC1).</p> <p>Applications calls connect() API from Address A to Y. Similar exception will be seen for unPark(), startMonitor() requests.</p> | <p>Events delivered to Terminal Observer</p> <p>GC1: ConnConnectedEv A</p> <p>GC1: CallCtlConnEstablishedEv A</p> <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>PlatformException is thrown. getErrorCode() returns CiscoJtapiException.CTIERR_MAXCALL_LIMIT_REACHED</p>                                                                                                                                                                                                                        |

| Scenario / Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Events to application                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Only 1 address has callObserver:</b></p> <p>Term A is configured with address A, A:P1, A:P2 where P1 and P2 are 2 partitions. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode”enabled.</p> <p>Term A is configured to roll over calls to same DN with max calls and busy trigger set to 1. Application adds callObserver on address A only.</p> <p>X calls A, call is answered</p> <p>Applications consults with Y using consult() API. On phone call consult call is created on A:P1</p>                                                                                                         | <p><b>Events delivered to CallObserver on A</b></p> <p>GC1: ConnConnectedEv A<br/>           GC1: CallCtlConnEstablishedEv A<br/>           GC1: CallCtlTermConnTalkingEv TermA</p> <p>PlatformException is thrown. <b>getErrorDescription()</b> returns (“No callobserver on address A:P1). <b>getErrorCode()</b> returns <b>CiscoJtapiException</b>. ASSOCIATED_LINE_NOT_OPEN</p>                  |
| <p><b>Roll over to any line:</b></p> <p>In roll over, preference is giving to addresses with the same DN. If an address with the same DN is available it is chosen to roll over the consult call.</p> <p>Term A is configured with address A, B, A:P1 where P1 is partition. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode”enabled. Term A is configured to roll over calls to any line with max calls and busy trigger set to 1. Application adds callObserver on TermA</p> <p>X calls A, application answers the call.</p> <p>Applicaton consults with Y. The consult call is created on line3.</p> | <p><b>Events delivered to Terminal Observer</b></p> <p>GC1: ConnConnectedEv A<br/>           GC1: CallCtlConnEstablishedEv A<br/>           GC1: CallCtlTermConnTalkingEv TermA<br/>           GC1: CallCtlTermConnHeldEv TermA<br/>           GC2: CallActiveEv<br/>           GC2: ConnCreatedEv A:P1<br/>           GC2: ConnConnectedEv A:P1<br/>           GC2: CallCtlConnInitiatedEv A:P1</p> |

| Scenario / Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Events to application                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Roll over to any line (same DN has another call):</b></p> <p>Term A is configured with address A, B, A:P1 where P1 is partition. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode” enabled. Term A is configured to roll over calls to any line with max calls and busy trigger set to 1. Application adds callObserver on TermA</p> <p>GC1: A:P1 calls Z, A:P1 holds the call</p> <p>GC2:X calls A, application answers the call</p> <p>Application consults GC2 to Y (GC3)</p> <p>Application completes the transfer</p> | <p><b>Events delivered to Terminal Observer</b></p> <p>GC2: ConnConnectedEv A<br/> GC2: CallCtlConnEstablishedEv A<br/> GC2: CallCtlTermConnTalkingEv TermA</p> <p>GC2: CallCtlTermConnHeldEv TermA<br/> GC3: CallActiveEv<br/> GC3: ConnCreatedEv B<br/> GC3: ConnConnectedEv B<br/> GC3: CallCtlConnInitiatedEv B<br/> ...<br/> GC3: ConnCreatedEv Y<br/> ..<br/> GC3: CallCtlConnAlertingEv Y<br/> ..<br/> GC3: ConnConnectedEv Y<br/> GC3: CallCtlConnEstablishedEv Y</p> <p>CiscoTransferStartEv getTransferControllerAddress() returns A....CiscoTransferEndEv</p> |

| Scenario / Description                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Events to application                                                                                                                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Max call &gt; 1:</b></p> <p>Term A is configured with address A, A:P1 where P1 is partition. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode” enabled. Term A is configured to roll over calls to any line with max calls and busy trigger set to 3 and 2 on A. Application adds callObserver on TermA.</p> <p>X call A, A answers</p><br><p>Application consults with Y</p> <p>Consult is setup on A (same line)</p> | <p><b>Events delivered to Terminal Observer</b></p> <p>...</p> <p>...</p> <p>GC1: ConnConnectedEv <b>A</b></p> <p>GC1: CallCtlConnEstablishedEv <b>A</b></p> <p>GC1: CallCtlTermConnTalkingEv TermA</p><br><p>GC1: CallCtlTermConnHeldEv TermA</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv <b>A</b></p> <p>GC2: ConnConnectedEv <b>A</b></p> <p>GC2: CallCtlConnInitiatedEv <b>A</b></p> |
| <p>Term A is configured with address A, A:P1 where P1 is partition. Application has the new role “Standard CTI Allow Control of Phones supporting roll over mode” enabled. Term A is configured to roll over calls to any line with max calls and busy trigger set to 1/1 on A and A:P1. Application adds callObserver on TermA.</p> <p>A1 calls X. X answers the call – GC1</p> <p>Y calls A. A answers the call and calls consult to Z</p>                             | <p>PlatformException is thrown. getErrorCode() returns CiscoJtapiException.CTIERR_MAXCALL_LIMIT_REACHED</p>                                                                                                                                                                                                                                                                                     |

## Terminal and Address Capability Settings Use Cases

| Call Scenario                                                                                                                                                                                                                                                                                                                                                                       | Expected behavior                                                                                                                                                                                                                                                                                 |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Max Calls, busy trigger and Line Button:</b></p> <p>Address A is configured on TermA and TermA1. Line on TermA is configured with max calls 2 and line on TermA1 is configured with max calls 3.</p> <p>A on TermA is configured with busy trigger of 1 and A on TermA1 is configured with busy trigger of 2.</p> <p>A is on button 1 on TermA and on button 2 on TermA1.</p> | <p>A.getMaxCalls(TermA) returns 2</p> <p>A.getMaxCalls(TermA1) returns 3</p> <p>A.getMaxCalls(null) return 2 or 3</p> <p>A.getBusyTrigger(TermA) returns 1</p> <p>A.getBusyTrigger(TermA1) returns 2</p> <p>A.getButtonPosition(TermA) returns 1</p> <p>A.getButtonPosition(TermA1) returns 2</p> |
| <p><b>Voice Mail Pilot:</b></p> <p>Voice mail profile on address A is configured to point to pilot 2001</p> <p>Voice mail profile on A is changed to point to pilot 2002</p>                                                                                                                                                                                                        | <p>A.getVoiceMailPilot() returns 2001 =</p> <p>CiscoAddrVoiceMailPilotChangedEv</p> <p>Ev.getAddress.getVoiceMailPilot() returns 2002</p>                                                                                                                                                         |
| <p><b>Labels:</b></p> <p>Address B on TermB is configured with ascii label = asciiB and unicode label unicodeB.</p>                                                                                                                                                                                                                                                                 | <p>B.getAsciiLabel( null) returns “asciiB”</p> <p>B.getUnicodeLabel(null) returns “unicodeB”</p> <p>B.getAsciiLabel( TermB) returns “asciiB”</p> <p>B.getUnicodeLabel(TermB) returns “unicodeB”</p> <p>B.getAsciiLabel( TermC) – throws Exception</p>                                             |
| <p><b>IP Address</b></p> <p>TermC is registered in IPV4 mode only</p> <p>TermD is registered in IPV6 mode only</p> <p>TermE is registered in dual mode</p>                                                                                                                                                                                                                          | <p>TermC.getIPV4Address() returns a valid InetAddress</p> <p>TermC.getIPV6Address() returns null</p> <p>TermD.getIPV6Address() returns a valid InetAddress</p> <p>TermE.getIPV4Address() returns a valid InetAddress</p> <p>TermE.getIPV6Address() returns a valid InetAddress</p>                |

| Call Scenario                                                                                                                                                                                                                                                                                                                   | Expected behavior                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Features:</p> <p>DTAL:</p> <p>TermF is Cisco Unified IP Phone model 7970</p><br><p>TermG is a CiscoRouteTerminal</p><br><p>TermH is a CiscoMediaTerminal</p><br><p>Join Across Lines:</p> <p>TermI has join across lines option enabled</p><br><p>ConsultCallRollOver:</p> <p>TermJ is Cisco Unified IP Phone model 6921</p> | <p>TermF.canDirectTransferAcrossLines(CiscoTerminal .APPLICATION) returns true;</p> <p>TermF.canDirectTransferAcrossLines(CiscoTerminal .PHONE_USER) returns true;</p><br><p>TermG.canDirectTransferAcrossLines(CiscoTerminal .APPLICATION) returns false;</p> <p>TermG.canDirectTransferAcrossLines(CiscoTerminal .PHONE_USER) returns false;</p><br><p>TermH.canDirectTransferAcrossLines(CiscoTerminal .APPLICATION) returns true;</p> <p>TermH.canDirectTransferAcrossLines(CiscoTerminal .PHONE_USER) returns false;</p><br><p>TermI. canJoinAcrossLines (CiscoTerminal .APPLICATION) returns true;</p> <p>TermI. canJoinAcrossLines (CiscoTerminal .PHONE_USER) returns true;</p><br><p>TermJ canJ ConsultCallRollOver (CiscoTerminal .APPLICATION) returns false;</p> <p>TermJ can ConsultCallRollOver (CiscoTerminal .PHONE_USER) returns false;</p> |



| Call Scenario                                                                                                                                                                                                                                                                                     | Expected behavior                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Provider has term1 and term2 in control list and both are registered to CUCM</p> <p>Application gets provider and registers for the register and unregister events.</p> <p>Provider.registerFeature(CiscoProvFeatureID. TERMINAL_REGISTER_UNREGISTER_EVENT_NOTIFY</p> <p>Term1 unregisters</p> | <p>Provider Observer will get CiscoProvTermialUnRegisteredEv – getTerminal() returns Term1. Term1.isRegistered() returns false.</p>         |
| <p>Term1 registers</p>                                                                                                                                                                                                                                                                            | <p>CiscoProvTermialRegisteredEv – getTerminal() returns Term1. Term1.isRegistered() returns true.</p>                                       |
| <p>Roll Over:</p> <p>TermK is Cisco Unified IP Phone model 7931 configured with rollover to any line.</p> <p>TermL is Cisco Unified IP Phone model 7940</p>                                                                                                                                       | <p>TermK.getRollOverConfig() returns CiscoTerminal.ROLLOVER_ANY_DN.</p> <p>TermL.getRollOverConfig() returnd CiscoTerminal.NO_ROLLOVER.</p> |

All of the following use cases use the same basic configuration, unless specifically noted in the use case itself:

Pickup group1: N:P1 ( pickup group number = N, partition = P1)

Pickup group2: M:P1

A, B and C are defined to be in pickup group1

D, E, and F are defined to be in pickup group2

Pickup group2 is subgroup for pickup group1

The following scenarios are basic use cases for the new Call Pickup APIs, and do not require an enumerated event list because of their simplicity. After these, two Call Pickup use cases will be presented so that you can see the new events in place. Interested parties should refer to the Unison JTAPI Interface Specification (EDCS-614242) for the full set of Pickup Use Cases. The Use Cases in that document will not have the new event, but after reading these use cases it should be readily apparent where they belong in the existing use cases.

| Scenario                                | Action                                                                                                                       | Result                                   |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------|------------------------------------------|
| <p>JTAPI Application is observing C</p> | <p>Application opens provider and issues CiscoAddress.getPickupGroupDN() and CiscoAddress.getPickupGroupPartition() at C</p> | <p>API returns N and P1 respectively</p> |

| Scenario                                                           | Action                                                                                                                                                                                                                                                                                                                                                               | Result                                                                                                                                                                                                                                                                                                  |
|--------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco UCM service parameter AutoCallPickupEnabled is set to false. | Application opens provider and issues Provider.getCapabilities() and then calls API CiscoProviderCapabilities.canAutoPickup()                                                                                                                                                                                                                                        | API returns FALSE                                                                                                                                                                                                                                                                                       |
| Cisco UCM service parameter AutoCallPickupEnabled is set to true.  | Application issues Provider.getCapabilities() and then calls API CiscoProviderCapabilities.canAutoPickup()                                                                                                                                                                                                                                                           | API returns TRUE                                                                                                                                                                                                                                                                                        |
| Cisco UCM service parameter AutoCallPickupEnabled is set to FALSE. | <p>Application opens provider and issues Provider.getCapabilities() and then calls API CiscoProviderCapabilities.canAutoPickup()</p> <p>ii). Now administrator sets AutoCallPickupEnabled service parameter to TRUE,</p> <p>iii). Application calls API CiscoProviderCapabilities.canAutoPickup()</p>                                                                | <p>i) API returns FALSE</p> <p>ii). CiscoProviderCapabilityChangedEv is delivered</p> <p>iii). API returns TRUE</p>                                                                                                                                                                                     |
| JTAPI Application is observing C.                                  | <p>i) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). Application opens provider and issues provider.unregisterPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>iv). A calls B</p> | <p>i) Registration successful.</p> <p>ii). After Call Pickup Group notification time, applications gets CiscoProvPickupCallAlertEvent with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). Unregistration successful.</p> <p>iv). No Events for pickup alert.</p> |

| Scenario                                                                                                                             | Action                                                                                                                                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>JTAPI Application is observing C.</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to FALSE.</p>      | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). Application issues <code>CiscoTerminal.pickup(Address of C)</code> at C</p>         | <p>i) Registration successful.</p> <p>ii). After Call Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B calls starts ringing at C.</p> |
| <p>JTAPI Application is observing C.</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to TRUE.</p>       | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). Application issues <code>CiscoTerminal.pickup(Address of C)</code> at C</p>         | <p>i) Registration successful.</p> <p>ii). After Call Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B call is answered at C.</p>     |
| <p>JTAPI Application is observing C and D</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to FALSE.</p> | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). Application issues <code>CiscoTerminal.groupPickup(Address of D, N)</code> at D</p> | <p>i) Registration successful.</p> <p>ii). After Call Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B call starts ringing at D.</p>  |

| Scenario                                                                                                                              | Action                                                                                                                                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>JTAPI Application is observing C and D.</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to TRUE.</p>  | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). Application issues <code>CiscoTerminal.groupPickup(Address of D, N)</code> at D</p> | <p>i) Registration successful.</p> <p>ii). After Call Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B call is answered at D.</p>    |
| <p>JTAPI Application is observing C and D.</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to FALSE.</p> | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). Application issues <code>CiscoTerminal.otherPickup(Address of D)</code> at D</p>    | <p>i) Registration successful.</p> <p>ii). After Call Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B call starts ringing at D.</p> |

| Scenario                                                                                                                | Action                                                                                                                                                                                                                                                                          | Result                                                                                                                                                                                                                                                                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>JTAPI Application is observing C and D.</p> <p>Cisco UCM service parameter AutoCallPickupEnabled is set to TRUE.</p> | <p>i) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). Application issues CiscoTerminal.otherPickup(Address of C) at D</p>                    | <p>i) Registration successful.</p> <p>ii). After Calll Pickup Group notification time, applications gets CiscoProvPickupCallAlertEvent with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B calls answered at D</p>                                                                                                                                                      |
| <p>JTAPI Application is observing C, D.</p> <p>Cisco UCM service parameter AutoCallPickupEnabled is set to TRUE.</p>    | <p>i) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B and then E calls C</p> <p>iii). Application issues CiscoTerminal.otherPickup(Address of D) at D</p> | <p>i) Registration successful.</p> <p>ii). After Calll Pickup Group notification time, applications gets CiscoProvPickupCallAlertEvent with calling A, Called B, pickup group number : N, pickup group partition: P1<br/>CiscoProvPickupCallAlertEvent with calling E, Called C, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B calls answered at D. (Longest ringing call is picked up)</p> |

| Scenario                                                                                                                          | Action                                                                                                                                                                                                                                                                                                              | Result                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>JTAPI Application is observing C, D.</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to TRUE.</p> | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). A-B call goes IDLE. Then Application issues <code>CiscoTerminal.pickup(Address of C)</code> at C</p>         | <p>i) Registration successful.</p> <p>ii). After Calll Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). Application will get <code>PlatformException</code> with error <code>CTIERR_NO_CALLS_TO_PICKUP</code>.</p> |
| <p>JTAPI Application is observing C, D.</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to TRUE.</p> | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). A-B call goes IDLE. Then Application issues <code>CiscoTerminal.groupPickup(Address fo D, N)</code> at D</p> | <p>i) Registration successful.</p> <p>ii). After Calll Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). Request successful, new call created, but call gets disconnected with reason <code>NORMAL</code>.</p>      |

| Scenario                                                                                                                          | Action                                                                                                                                                                                                                                                                                                                                | Result                                                                                                                                                                                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>JTAPI Application is observing C, D.</p> <p>Cisco UCM service parameter <code>AutoCallPickupEnabled</code> is set to TRUE.</p> | <p>i) Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). A calls B</p> <p>iii). A-B call goes IDLE. Then Application issues <code>CiscoTerminal.otherPickup(Address of D)</code> at D</p>                      | <p>i) Registration successful.</p> <p>ii). After Call Pickup Group notification time, applications gets <code>CiscoProvPickupCallAlertEvent</code> with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). Application will get <code>PlatformException</code> with error <code>CTIERR_NO_CALLS_TO_PICKUP</code> and cause <code>NORMAL</code></p> |
| <p>JTAPI Application is observing C, D.</p>                                                                                       | <p>i). Application opens provider and issues provider. <code>registerPickupAlert(K, P1)</code> to register for pickup alert notification for call pickup group K:P1, where K is not a valid group number</p>                                                                                                                          | <p>i) <code>PlatformException</code> thrown with error <code>CTIERR_INVALID_GROUP_NUMBER</code> and cause <code>NORMAL</code></p>                                                                                                                                                                                                                                                     |
|                                                                                                                                   | <p>i). Application opens provider and issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> <p>ii). Application again issues provider. <code>registerPickupAlert(N, P1)</code> to register for pickup alert notification for call pickup group N:P1.</p> | <p>i). Registration successful</p> <p>ii.) Registration blocked at the JTAPI layer, and a <code>InvalidStateException</code> is thrown to the application with error <code>CTIERR_ALREADY_REGISTERED</code> and description “Pickup Group already registered / observed”.</p>                                                                                                         |
|                                                                                                                                   | <p>i). Application opens provider and issues provider. <code>deregisterPickupAlert(N, P1)</code> to deregister for pickup alert notification for call pickup group N:P1, which was not registered for previously.</p>                                                                                                                 | <p>i). <code>InvalidStateException</code> thrown to application with error <code>CTIERR_REGISTRATION_NOT_FOUND</code> and description, “Pickup group is not registered with this provider”.</p>                                                                                                                                                                                       |

| Scenario                                                                                                                                                                                                                      | Action                                                                                                                                                                                                                                                                            | Result                                                                                                                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>JTAPI Application is observing J.</p> <p>Cisco UCM service parameter “AutoCallPickupEnabled” is set to true.</p> <p>J is an address in two partitions, P1 and P2.</p> <p>J belongs to the Pickup Group with number N.</p>  | <p>i). Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii.) A calls B.</p> <p>iii.) Application issues CiscoTerminal.pickup(Address of J in P1) at terminal of J in P1</p> | <p>i). Registration successful</p> <p>ii.) After Call Pickup Group notification time, applications gets CiscoProvPickupCallAlertEvent with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B calls answered at J in P1.</p> |
| <p>JTAPI Application is observing J.</p> <p>Cisco UCM service parameter “AutoCallPickupEnabled” is set to true.</p> <p>J is an address in two partitions, P1 and P2.</p> <p>J belongs to the Pickup Group with number N..</p> | <p>i). Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii.) A calls B.</p> <p>iii.) Application issues CiscoTerminal.pickup(Address of J in P2) at terminal of J in P2</p> | <p>i). Registration successful</p> <p>ii.) After Call Pickup Group notification time, applications gets CiscoProvPickupCallAlertEvent with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii). A-B calls answered at J in P2.</p> |



| Scenario                                                                                                                                                                                                                                                                                                                  | Action                                                                                                                                                                                                                                                                                     | Result                                                                                                                                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>JTAPI Application is observing K.</p> <p>Cisco UCM service parameter “AutoCallPickupEnabled” is set to true.</p> <p>K is an address in partition P3, and belongs to Pickup Group 3, in partition P3.</p> <p>Pickup Group 3 has the same number as Pickup Group 1, N.</p> <p>CSS of K is configured to check P3:P1.</p> | <p>i.) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii.) A calls B.</p> <p>iii.) Application issues CiscoTerminal.groupPickup(Address of K in P3, N) at terminal of K in P3.</p> | <p>i.) Registration successful</p> <p>ii.) After Call Pickup Group notification time, application gets CiscoProvPickupCallAlertEvent with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii.) InvalidStateException thrown to application with error CTIERR_NO_CALLS_TO_PICKUP and description, “There are no calls to pickup”.</p> |
|                                                                                                                                                                                                                                                                                                                           | <p>i.) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii.) The CUCM crashes / goes offline, and CTI failover to the the secondary CUCM server.</p>                                 | <p>i.) Registration successful</p> <p>ii.) The JTAPI layer sense the failover and re-registers for the pickup groups that it was registers for (N, P1).</p>                                                                                                                                                                                                           |
|                                                                                                                                                                                                                                                                                                                           | <p>i.) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii.) An administrator logs into the CUCM Admin page and changes the DN for the Pickup Group.i).</p>                          | <p>i) Registration successful</p> <p>ii.) Application receives a ProviderPickupNotificationRegistrationClosedEvent, with reason = CTIERR_PICKUPGROUP_CHANGED</p>                                                                                                                                                                                                      |

| Scenario                                                                                                                                                                                                                                                             | Action                                                                                                                                                                                                                                                                           | Result                                                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                      | <p>i.) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii.) An administrator logs in to the CUCM Admin page and changes the “Auto Pickup Enabled” service parameter.</p>  | <p>i.) Registration successful</p> <p>ii.) Application receives a CiscoProviderCapabilityChangedEv. CiscoProviderCapabilities.canAutoPickup() will be changed to reflect the new setting.</p>                                                                                                                                               |
| <p>JTAPI Application is observing J.</p> <p>Cisco UCM service parameter “AutoCallPickupEnabled” is set to true.</p> <p>J is an address in partition P3.</p> <p>J belongs to the Pickup Group with number N, in P1.</p> <p>J’s CSS is not configured to check P1.</p> | <p>i) Application opens provider and issues provider.registerPickupAlert(N, P1) to register for pickup alert notification for call pickup group N:P1.</p> <p>ii.) A calls B</p> <p>iii.) Application issues CiscoTerminal.pickup(Address of J in P3) at terminal of J in P3.</p> | <p>i) Registration successful</p> <p>ii.) After Call Pickup Group notification time, applications gets CiscoProvPickupCallAlertEvent with calling A, Called B, pickup group number : N, pickup group partition: P1</p> <p>iii.) PlatformException is thrown with reason = CTIERR_TEMPORARY_FAILURE and description “Temporary Failure”.</p> |

**Full-Event Use Case 1: (Observing All Devices): Auto-Pickup Disabled**

| Action | Call event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call ID / Info |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
|        | GC1-CallActiveEvent-NONE<br>GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A<br>GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B<br>GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEvent-B<br><br>GC1-CallCtlConnAlertingEv<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRinginEvent<br>GC1-CallCtlTermConnRinginEv |                |
|        | CiscoProvPickupCallAlertEvent                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                |
|        | GC2-CallActiveEvent<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv                                                                                                                                                                                                                                                                                                             |                |

| Action | Call event | Call ID / Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------|------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |            | <p>CCalling: A, CCalled: NONE<br/>                     Calling: A, Called: NONE<br/>                     CAUSE_NEW_CALL<br/>                     REASON_NORMAL<br/>                     LRP: NONE</p> <p>CCalling: A, CCalled: B<br/>                     Calling: A, Called: B</p> <p>Calling A, Called B,<br/>                     PUG Number N, PUG partition P1</p> <p>CCalling C, CCalled: NONE<br/>                     LRP: NONE<br/>                     REASON_NORMAL</p> |

| Action                                                                                                                                                                                                                                                                              | Call event | Call ID / Info |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|----------------|
| <p>provider.<br/>registerPickupAlert(N,<br/>P1)</p> <p>A goes offhook and dials<br/>B (Basic Call)</p> <p>B is ringing</p> <p>... pause for Pickup<br/>Group's delay</p> <p>Provider receives Pickup<br/>Alert</p> <p>Application invokes<br/>Terminal.pickup(Address<br/>of C)</p> |            |                |

| Action                            | Call event                                                                                                                                                                    | Call ID / Info                                                               |
|-----------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| Call 2 gets dropped / invalidated | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv | REASON_CALLPICKUP                                                            |
| C gets a connection on Call 1     | GC1-ConnCreatedEvent-C<br>GC1-ConnInProgressEvent-C<br>GC1-CallCtlConnOfferedEv-C                                                                                             | CCalling A, CCalled: C<br>Calling: A, Called: C, LRP: B<br>REASON_CALLPICKUP |
| B is dropped from Call 1          | GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-B<br>GC1-CallCtlConnDisconnectedEv-B                                                       | CCalling A, CCalled: C<br>Calling: A, Called: C, LRP: B<br>REASON_CALLPICKUP |
| C is ringing                      | GC1-ConnAlertingEvent-C<br>GC1-CallCtlConnAlertingEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv                                | REASON_NORMAL                                                                |
| C is on call with A               | GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                         | REASON_NORMAL                                                                |



| Actions | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info<br>(GCID: Info) |
|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
|         | <p>GC1-CallActiveEvent-NONE</p> <p>GC1-ConnCreatedEvent-A</p> <p>GC1-ConnConnectedEvent-A</p> <p>GC1-CallCtlConnInitiatedEv-A</p> <p>GC1-TermConnCreatedEvent</p> <p>GC1-TermConnActiveEvent</p> <p>GC1-CallCtlTermConnTalkingEv</p> <p>GC1-CallCtlConnDialingEv-A</p> <p>GC1-CallCtlConnEstablishedEv-A</p> <p>GC1-ConnCreatedEvent-B</p> <p>GC1-ConnInProgressEvent-B</p> <p>GC1-CallCtlConnOfferedEv-B</p> <p>GC1-ConnAlertingEvent-B</p> <p>GC1-CallCtlConnAlertingEv</p> <p>GC1-TermConnCreatedEvent</p> <p>GC1-TermConnRingingEvent</p> <p>GC1-CallCtlTermConnRingingEv</p><br><p>CiscoProvPickupCallAlertEvent</p><br><p>GC2-CallActiveEvent-NONE</p> <p>GC2-ConnCreatedEvent-C</p> <p>GC2-ConnConnectedEvent-C</p> <p>GC2-CallCtlConnInitiatedEv-C</p> <p>GC2-TermConnCreatedEvent</p> <p>GC2-TermConnActiveEvent</p> <p>GC2-CallCtlTermConnTalkingEv</p> |                           |



| Actions | Events | Call info<br>(GCID: Info)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|---------|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |        | <p>CCalling: A, CCalled: NONE<br/>                     Calling: A, Called: NONE<br/>                     CAUSE_NEW_CALL<br/>                     REASON_NORMAL<br/>                     LRP: NONE</p> <p>CCalling: A, CCalled: B<br/>                     Calling: A, Called: B</p> <p>Calling A, Called B,<br/>                     PUG Number N, PUG partition P1</p> <p>CCalling: C, CCalled: NONE<br/>                     CAUSE_NEW_CALL<br/>                     REASON_NORMAL<br/>                     LRP: NONE</p> |

| Actions                                 | Events                                                                                                                                                                                                                                                                                                                                                                                   | Call info<br>(GCID: Info)                                                                                                     |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
|                                         |                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                               |
| Old Conn for C is dropped               | GC2-CiscoCallChangedEv<br>GC1-ConnCreatedEvent-C<br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnInitiatedEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br><br>GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv | REASON_CALLPICKUP<br>CCalling: A, CCalled: C<br>LRP: NONE<br><br>REASON_CALLPICKUP<br>CCalling: C, CCalled: NONE<br>LRP: NONE |
| B is dropped / cleaned up               | GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent-B<br>GC1-CallCtlConnDisconnectedEv-B                                                                                                                                                                                                                                                                  | REASON_NORMAL<br><br>REASON_CALLPICKUP<br>CCalling: A, CCalled: C<br>LRP: B                                                   |
| C's connection on Call 1 is established | GC1-CallCtlConnEstablishedEv-C                                                                                                                                                                                                                                                                                                                                                           | REASON_NORMAL                                                                                                                 |

**Full-Event Use Case 3 (Observing All Devices): Group Pickup, Auto-Pickup Enabled**

| Action                                           | Call event                                                                                                                                                                                                     | Call Id/Info                                                                                                    |
|--------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| provider.<br>registerPickupAlert(N,<br>P1)       |                                                                                                                                                                                                                |                                                                                                                 |
| [Basic call happens, see case 1]                 |                                                                                                                                                                                                                |                                                                                                                 |
| ... pause for Pickup Group's delay               |                                                                                                                                                                                                                |                                                                                                                 |
| Provider receives Pickup Alert                   | CiscoProvPickupCallAlertEvent                                                                                                                                                                                  | Calling A, Called B,<br>PUG Number N, PUG partition P1                                                          |
| Application invokes groupPickup(Address of C, N) | GC2-CallActiveEvent-NONE<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv          | CCalling: C, CCalled: NONE<br>LRP: NONE<br>REASON_NORMAL                                                        |
| C is dialing the PU Number                       | GC2-CallCtlConnDialingEv-C<br>GC2-ConnCreatedEvent-PU<br>GC2-ConnInProgressEvent-PU<br>GC2-CallCtlConnEstablishedEv-C<br>GC2-CiscoCallChangedEv                                                                | CCalling: C, CCalled: NONE<br>REASON_CALLPICKUP<br>CCalling: C, CCalled: PU, LRP: PU<br>CCalling C, CCalled: PU |
| C is added to the original call                  | GC1-ConnCreatedEvent-C<br>GC1-ConnCreatedEvent-PU                                                                                                                                                              | CCalling: A, CCalled: C, LRP: B                                                                                 |
| Pickup added to original call                    | GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br>GC1-ConnInProgressEvent-PU<br>GC1-CallCtlConnOfferedEv-PU | Calling: A, Called: B<br>REASON_CALLPICKUP<br>CCalling: A, CCalled: C, LRP:B                                    |

| Action                     | Call event                       | Call Id/Info                   |
|----------------------------|----------------------------------|--------------------------------|
| Pickup # is removed Call 2 | GC2-ConnDisconnectedEvent-PU     | REASON_CALLPICKUP, LRP: PU     |
| C is dropped from Call 2   | GC2-CallCtlConnDisconnectedEv-PU |                                |
|                            | GC2-TermConnDroppedEv            | CCalling: C, CCalled: PU       |
|                            | GC2-CallCtlTermConnDroppedEv     | REASON_CALLPICKUP              |
|                            | GC2-ConnDisconnectedEvent-C      |                                |
|                            | GC2-CallCtlConnDisconnectedEv-C  |                                |
|                            | GC2-CallInvalidEvent             |                                |
|                            | GC2-CallObservationEndedEv       |                                |
|                            | GC1-ConnDisconnectedEvent-PU     |                                |
|                            | GC1-CallCtlConnDisconnectedEv-PU |                                |
| Pickup # is removed Call 1 |                                  | CCalling: A, CCalled C, LRP: B |
|                            | GC1-TermConnDroppedEv            | REASON_CALLPICKUP              |
|                            | GC1-CallCtlTermConnDroppedEv     |                                |
| B is dropped / invalidated | GC1-ConnDisconnectedEvent-B      |                                |
|                            | GC1-CallCtlConnDisconnectedEv-B  | CCalling: A, CCalled C, LRP: B |
|                            |                                  | REASON_CALLPICKUP              |

As you can see, there are only a handful of changes for this Group Pickup case, and they all directly relate to the extra required step of dialing the Pickup Number. A similar test was run with Auto-Pickup disabled:

**Full-Event Use Case 4 (Observing All Devices): Group Pickup, Auto-Pickup Disabled**

| Action | Events                           | Call info                                              |
|--------|----------------------------------|--------------------------------------------------------|
|        | CiscoProvPickupCallAlertEvent    | Calling A, Called B,<br>PUG Number N, PUG partition P1 |
|        | GC2-CallActiveEvent-NONE         | CCalling: C, CCalled: NO, NO LRP                       |
|        | GC2-ConnCreatedEvent-C           | REASON_NORMAL                                          |
|        | GC2-ConnConnectedEvent-C         |                                                        |
|        | GC2-CallCtlConnInitiatedEv-C     |                                                        |
|        | GC2-TermConnCreatedEvent         |                                                        |
|        | GC2-TermConnActiveEvent          |                                                        |
|        | GC2-CallCtlTermConnTalkingEv     |                                                        |
|        | GC2-CallCtlConnDialingEv-C       | CCalling: C, CCalled: NO, NO LRP                       |
|        | GC2-ConnCreatedEvent-PU          | REASON_NORMAL                                          |
|        | GC2-ConnInProgressEvent-PU       |                                                        |
|        | GC2-CallCtlConnEstablishedEv-C   | CCalling: C, CCalled: PU                               |
|        | GC2-ConnDisconnectedEvent-PU     | CCalling: C, CCalled: PU, LRP: PU                      |
|        | GC2-CallCtlConnDisconnectedEv-PU | REASON_CALLPICKUP                                      |
|        | GC2-TermConnDroppedEv            |                                                        |
|        | GC2-CallCtlTermConnDroppedEv     |                                                        |
|        | GC2-ConnDisconnectedEvent-C      |                                                        |
|        | GC2-CallCtlConnDisconnectedEv-C  |                                                        |
|        | GC2-CallInvalidEvent             |                                                        |
|        | GC2-CallObservationEndedEv       |                                                        |

| Action                                                                                                                                                                                                                                                                                                                                                                                                                     | Events | Call info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-----------|
| <p>provider.<br/>registerPickupAlert(N,<br/>P1)</p> <p>[Basic call happens,<br/>see Case 1]</p> <p>... pause for Pickup<br/>Group's delay</p> <p>Provider receives<br/>Pickup Alert</p> <p>Application invokes<br/>directedPickup(Address<br/>of C, N) at Terminal<br/>for C</p> <p>C is dialing the PU<br/>number</p> <p>PU is removed from<br/>Call 2</p> <p>C is removed from<br/>Call 2</p> <p>Call 2 is destroyed</p> |        |           |

| Action                        | Events                                                                                                                                                                                                | Call info                                                                     |
|-------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------|
| C gets a connection on Call 1 | GC1-ConnCreatedEvent[ADDRS]<br>GC1-ConnInProgressEvent<br>GC1-CallCtlConnOfferedEv                                                                                                                    | CCalling: A, CCalled: C, LRP: B<br>Calling: A, Called: B<br>REASON_CALLPICKUP |
| B is dropped from Call 1      | GC1-TermConnDroppedEv<br>GC1-CallCtlTermConnDroppedEv<br>GC1-ConnDisconnectedEvent<br>GC1-CallCtlConnDisconnectedEv<br>GC1-ConnAlertingEvent<br>GC1-CallCtlConnAlertingEv<br>GC1-TermConnCreatedEvent | CCalling: A, CCalled: C, LRP: B<br>REASON_CALLPICKUP<br><br>REASON_NORMAL     |
| C is ringing                  | GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv<br>GC1-ConnConnectedEvent                                                                                                                    | CCalling: A, CCalled: C, LRP: B<br>REASON_NORMAL                              |
| C picks up                    | GC1-CallCtlConnEstablishedEv<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                                               |                                                                               |

**Observing Only Device C: Auto-Pickup Enabled**

| Actions | Call events | Call IDs/ Call info |
|---------|-------------|---------------------|
|---------|-------------|---------------------|



| Actions | Call events | Call IDs/ Call info                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |             | <p>Calling A, Called B,<br/>PUG Number N, PUG partition P1</p> <p>CCalling: C, CCalled: NO, NO LRP<br/>REASON_NORMAL</p><br><p>REASON_CALLPICKUP<br/>CCalling A, CCalled: NONE<br/>LRP: NONE</p><br><p>CCalling: A, CCalled: C, LRP: B<br/>REASON_CALLPICKUP</p> <p>CCalling: C, CCalled: NONE<br/>REASON_CALLPICKUP</p><br><p>REASON_CALLPICKUP</p> <p>CCalling A, CCalled: C, LRP: B<br/>REASON_CALLPICKUP</p><br><p>REASON_NORMAL</p> |

| Actions                                                                         | Call events                                                                                                                                                                                                                                                                                                                                                                 | Call IDs/ Call info |
|---------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------|
| provider.<br>registerPickupAlert(N,<br>P1)<br>Provider receives Pickup<br>Alert | CiscoProvPickupCallAlertEvent                                                                                                                                                                                                                                                                                                                                               |                     |
| Application invokes<br>pickup(Address of C) at<br>Terminal for C                | GC2-CallActiveEvent-NONE<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv<br>GC2-CiscoCallChangedEv<br>GC1-CallActiveEvent-NONE<br>GC1-ConnCreatedEvent-C<br>GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnInitiatedEv<br>GC1-TermConnCreatedEvent |                     |
| C is connected to Call 1                                                        | GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                                                                                                                                                                                                                                                                                                                     |                     |
| C is dropped from Call 2                                                        | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                                                                                                                                                                                               |                     |
| Call 2 is invalidated /<br>cleared                                              | GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A                                                                                                                                                                                                                                                                                                                          |                     |
| A and C are connected on                                                        | GC1-CallCtlConnEstablishedEv-A                                                                                                                                                                                                                                                                                                                                              |                     |

| Actions | Call events                    | Call IDs/ Call info |
|---------|--------------------------------|---------------------|
| Call 1  | GC1-CallCtlConnEstablishedEv-C |                     |

**Observing Only Device C: Auto-Pickup Disabled**

| Actions                                                                             | Events                                                                                                                                                                                                | Call events\ Call info                                                |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| provider.<br>registerPickupAlert(N,<br>P1)<br><br>Provider receives Pickup<br>Alert | CiscoProvPickupCallAlertEvent                                                                                                                                                                         | Calling A, Called B,<br>PUG Number N, PUG partition P1                |
| Application invokes<br>pickup(Address of C) at<br>Terminal for C                    | GC2-CallActiveEvent-NONE<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv | CCalling: C, CCalled: NO, NO LRP<br>REASON_NORMAL                     |
| Call 2 is destroyed                                                                 | GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC2-CallObservationEndedEv                         | REASON_CALLPICKUP<br>CCalling: C, CCalled: NONE                       |
| C is added to Call 1, but<br>does not pick up                                       | GC1-CallActiveEvent<br>GC1-ConnCreatedEvent-C<br>GC1-ConnInProgressEvent-C<br>GC1-CallCtlConnOfferedEv-C<br>GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnEstablishedEv-A      | REASON_NORMAL<br>CCalling: A, CCalled: C, LRP: B<br>REASON_CALLPICKUP |

| Actions                                | Events                                                                                                                                             | Call events\ Call info                           |
|----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| C is ringing                           | GC1-ConnAlertingEvent-C<br>GC1-CallCtlConnAlertingEv-C<br>GC1-TermConnCreatedEvent<br><br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv | REASON_NORMAL                                    |
| C picks up, and is connected to Call 1 | GC1-ConnConnectedEvent-C<br>GC1-CallCtlConnEstablishedEv-C<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv                              | CCalling: A, CCalled: C, LRP: B<br>REASON_NORMAL |

**Observing Only Device C: Group Pickup, Auto-Pickup Enabled**

| Actions                                                                        | Call event                     | Call ID/ Call info                                     |
|--------------------------------------------------------------------------------|--------------------------------|--------------------------------------------------------|
| provider.<br>registerPickupAlert(N,<br>P1)                                     |                                |                                                        |
| Provider receives Pickup<br>Alert                                              | CiscoProvPickupCallAlertEvent  | Calling A, Called B,<br>PUG Number N, PUG partition P1 |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-CallActiveEvent-NONE       |                                                        |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-ConnCreatedEvent-C         | CCalling: C, CCalled: NO, NO LRP                       |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-ConnConnectedEvent-C       | REASON_NORMAL                                          |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-CallCtlConnInitiatedEv-C   |                                                        |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-TermConnCreatedEvent       |                                                        |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-TermConnActiveEvent        | CCalling: C, CCalled: PU                               |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-CallCtlTermConnTalkingEv   |                                                        |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-CallCtlConnDialingEv-C     |                                                        |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-ConnCreatedEvent-PU        |                                                        |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-ConnInProgressEvent-PU     | CCalling: C, CCalled: PU, LRP: PU                      |
| C dials the Pickup<br>Number                                                   | GC2-CallCtlConnEstablishedEv-C | REASON_CALLPICKUP                                      |
| C dials the Pickup<br>Number                                                   | GC2-CiscoCallChangedEv         | REASON_NORMAL                                          |
| C dials the Pickup<br>Number                                                   | GC1-CallActiveEvent            | REASON_CALLPICKUP                                      |
| C dials the Pickup<br>Number                                                   | GC1-ConnCreatedEvent-C         | CCalling: A, C Called: C                               |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-ConnCreatedEvent-PU        |                                                        |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-ConnConnectedEvent-C       |                                                        |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-CallCtlConnEstablishedEv-C | CCalling: A, CCalled: C, LRP: B                        |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-TermConnCreatedEvent       | Calling: A, Called: B                                  |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-TermConnActiveEvent        | REASON_CALLPICKUP                                      |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-CallCtlTermConnTalkingEv   |                                                        |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-ConnInProgressEvent-PU     |                                                        |
| C is added to Call 1<br>PU is added to Call 1                                  | GC1-CallCtlConnOfferedEv-PU    |                                                        |

| Actions                               | Call event                                                                                                                                                                                                                                                                                                   | Call ID/ Call info                                                                 |
|---------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|
| <p>PU # is removed from Call 2</p>    | <p>GC2-ConnDisconnectedEvent-PUv<br/>                     GC2-CallCtlTermConnDroppedEvent-C<br/>                     GC2-CallCtlConnDisconnectedEv-C<br/>                     GC2-CallInvalidEvent<br/> <br/>                     GC2-CallObservationEnde<br/>                     GC2-ConnDisconnectedE</p> | <p>CCalling C, CCalled: PU, LRP: PU<br/>                     REASON_CALLPICKUP</p> |
| <p>C is removed from Call 2</p>       | <p>GC2-CallCtlConnDisconnectedEv-PU<br/>                     GC2-TermConnDroppedEdEv</p>                                                                                                                                                                                                                     | <p>CCalling C, CCalled: PU, LRP: PU<br/>                     REASON_CALLPICKUP</p> |
| <p>Call 2 I invalidated / cleared</p> | <p>GC1-ConnCreatedEvent-A<br/>                     GC1-ConnConnectedEvent-PU<br/>                     GC1-CallCtlConnEstablishedEv-PU</p>                                                                                                                                                                    | <p>REASON_NORMAL</p>                                                               |
| <p>C is connected to Call 1</p>       | <p>GC1-ConnConnectedEvent-C<br/>                     GC1-CallCtlConnEstablishedEv-C<br/> <br/>                     GC1-ConnDisconnectedEvent-PU<br/>                     GC1-CallCtlConnDisconnectedEv-PU</p>                                                                                                | <p>CCalling: A, CCalled: C<br/>                     REASON_CALLPICKUP</p>          |
| <p>PU is removed from Call 1</p>      |                                                                                                                                                                                                                                                                                                              | <p>CCalling: A, CCalled: C<br/>                     REASON_CALLPICKUP</p>          |

**Observing Only Device C: Group Pickup, Auto-Pickup Disable**

| Actions | Call event | Call ID/ Call info                                                                                                                                                                                                                                                                                                                         |
|---------|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|         |            | <p>Calling A, Called B,<br/>PUG Number N, PUG partition P1</p> <p>CCalling: C, CCalled: NO, NO LRP<br/>REASON_NORMAL</p> <p>CCalling: C, CCalled: PU, LRP: PU<br/>REASON_CALLPICKUP<br/>REASON_NORMAL</p> <p>REASON_CALLPICKUP</p> <p>REASON_CALLPICKUP<br/>REASON_NOTMAL</p> <p>CCalling: A, CCalled: C, LRP: B<br/>REASON_CALLPICKUP</p> |



| Actions                                                                        | Call event                                                                                                                                                                                                                                        | Call ID/ Call info |
|--------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------|
| provider.<br>registerPickupAlert(N,<br>P1)                                     |                                                                                                                                                                                                                                                   |                    |
| Provider receives Pickup<br>Alert                                              | CiscoProvPickupCallAlertEvent                                                                                                                                                                                                                     |                    |
| Application invokes<br>directedPickup(Address<br>of C, N) at Terminal for<br>C | GC2-CallActiveEvent-NONE<br>GC2-ConnCreatedEvent-C<br>GC2-ConnConnectedEvent-C<br>GC2-CallCtlConnInitiatedEv-C<br>GC2-TermConnCreatedEvent<br>GC2-TermConnActiveEvent<br>GC2-CallCtlTermConnTalkingEv                                             |                    |
| C dials the PU Number                                                          | GC2-CallCtlConnDialingEv-C<br>GC2-ConnCreatedEvent-PU<br>GC2-ConnInProgressEvent-PU<br>GC2-CallCtlConnEstablishedEv-C                                                                                                                             |                    |
| PU is dropped from Call<br>2                                                   | GC2-ConnDisconnectedEvent-PU<br>GC2-CallCtlConnDisconnectedEv-PU<br>GC2-TermConnDroppedEv<br>GC2-CallCtlTermConnDroppedEv<br>GC2-ConnDisconnectedEvent-C<br>GC2-CallCtlConnDisconnectedEv-C<br>GC2-CallInvalidEvent<br>GC1-CallObservationEndedEv |                    |
| C is dropped from from<br>Call 2                                               | GC1-CallActiveEvent                                                                                                                                                                                                                               |                    |
| Call 2 is destroyed                                                            | GC1-ConnCreatedEvent-C<br>GC1-ConnInProgressEvent-C                                                                                                                                                                                               |                    |
| C is added to Call 1                                                           | GC1-CallCtlConnOfferedEv-C<br>GC1-ConnCreatedEvent-A                                                                                                                                                                                              |                    |

| Actions                                           | Call event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call ID/ Call info   |
|---------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
|                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                      |
| <p>C is ringing</p><br><p>C is connected to A</p> | <p>GC1-ConnConnectedEvent-A<br/>                     GC1-CallCtlConnEstablishedEv-A<br/>                     GC1-ConnAlertingEvent-C<br/>                     GC1-CallCtlConnAlertingEv-C<br/>                     GC1-TermConnCreatedEvent<br/> <br/>                     GC1-TermConnRingingEvent<br/>                     GC1-CallCtlTermConnRingingEv<br/> <br/>                     GC1-ConnConnectedEvent-C<br/>                     GC1-CallCtlConnEstablishedEv-C<br/>                     GC1-TermConnActiveEvent<br/>                     GC1-CallCtlTermConnTalkingEv</p> | <p>REASON_NORMAL</p> |

**Invoking Pickup on a Ringing Shared Line (CSCsy30964)**

This is an odd scenario that normal applications will probably not see.

A calls a shared line DN (B), that has SLT1 and SLT2 on it. B is in pickup group N, P1.

B and B' ring, and instead of invoking answer(), the application invokes pickup() on B'.

| Action                                                                                                                                                                                                           | Call event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call ID/Info                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| provider.<br>registerPickupAlert(N,<br>P1)<br>A goes offhook and dials<br>B (Basic Call)<br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br><br>B is ringing on both<br>shared lines | GC1-CallActiveEvent-NONE<br>GC1-ConnCreatedEvent-A<br>GC1-ConnConnectedEvent-A<br>GC1-CallCtlConnInitiatedEv-A<br>GC1-TermConnCreatedEvent<br>GC1-TermConnActiveEvent<br>GC1-CallCtlTermConnTalkingEv<br>GC1-CallCtlConnDialingEv-A<br>GC1-CallCtlConnEstablishedEv-A<br>GC1-ConnCreatedEvent-B<br>GC1-ConnInProgressEvent-B<br>GC1-CallCtlConnOfferedEv-B<br>GC1-ConnAlertingEvent-B<br>GC1-CallCtlConnAlertingEv<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1-CallCtlTermConnRingingEv<br>GC1-ConnInProgressEvent<br>GC1-ConnAlertingEvent<br>GC1-TermConnCreatedEvent<br>GC1-TermConnRingingEvent<br>GC1- CallCtlTermConnRingingEv | CCalling: A, CCalled: NONE<br>Calling: A, Called: NONE<br>CAUSE_NEW_CALL<br>REASON_NORMAL<br>LRP: NONE<br><br>CCalling: A, CCalled: B<br>Calling: A, Called: B |

| Action | Call event | Call ID/Info                                                                                                                                                                                                          |
|--------|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |            | <p>Calling A, Called B,<br/>PUG Number N, PUG partition P1</p> <p>CCalling C, CCalled: NONE<br/>LRP: NONE<br/>REASON_NORMAL</p> <p>CCalling A, CCalled: B<br/>Calling: A, Called: B, LRP: B<br/>REASON_CALLPICKUP</p> |

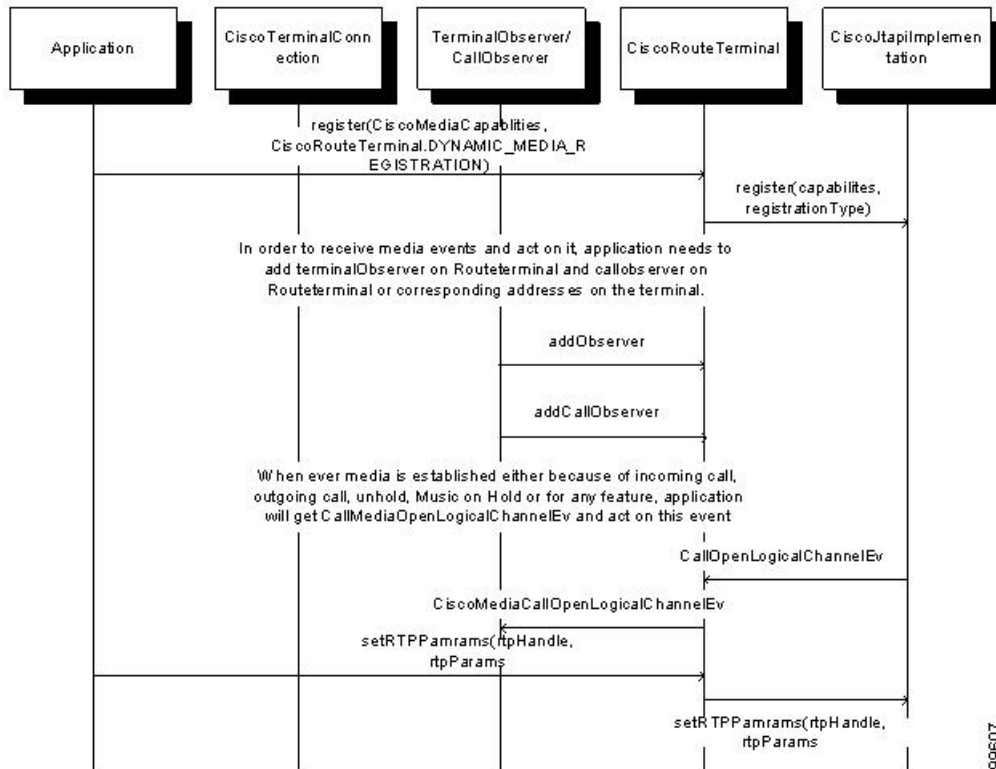
| Action                                                                                                                                                       | Call event                                                                                                                                                                                                                                                                                                                                                                                           | Call ID/Info |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|
| <p>... pause for Pickup Group's delay</p> <p>Provider receives Pickup Alert</p> <p>Application invokes Terminal.pickup(Address of B) on Terminal of SLT2</p> | <p>CiscoProvPickupCallAlertEvent</p> <p>GC2-CallActiveEvent</p> <p>GC2-ConnCreatedEvent-C</p> <p>GC2-ConnConnectedEvent-C</p> <p>GC2-CallCtlConnInitiatedEv-C</p> <p>GC2-TermConnCreatedEvent</p> <p>GC2-TermConnActiveEvent</p> <p>GC2-CallCtlTermConnTalkingEv</p> <p>GC2-TermConnCreatedEvent</p> <p>GC2-TermConnPassiveEvent</p> <p>GC2-CallCtlTermConnInUseEv</p> <p>GC2-CiscoCallChangedEv</p> |              |
| <p>Shared line gets a connection on GC1</p>                                                                                                                  | <p>GC1-ConnConnectedEvent</p>                                                                                                                                                                                                                                                                                                                                                                        |              |
| <p>GC2 gets cleaned up</p>                                                                                                                                   | <p>GC2-TermConnDroppedEv</p> <p>GC2-CallCtlTermConnDroppedEv</p> <p>GC2-CiscoCallChangedEv</p> <p>GC2-TermConnDroppedEv</p> <p>GC2-CallCtlTermConnDroppedEv</p> <p>GC2-ConnDisconnectedEvent</p> <p>GC2-CallCtlConnDisconnectedEv</p> <p>GC2-CallInvalidEvent</p> <p>GC2-CallObservationEndedEv</p>                                                                                                  |              |
| <p>SLT1 on Call 1 goes passive/bridged</p>                                                                                                                   | <p>GC1-TermConnPassiveEvent</p> <p>GC1-CallCtlTermConnBridgedEv</p> <p>GC1-CallCtlConnEstablishedEv</p> <p>GC1-CallCtlTermConnInUseEv</p> <p>GC1-TermConnActiveEvent</p>                                                                                                                                                                                                                             |              |

| Action                                       | Call event                   | Call ID/Info |
|----------------------------------------------|------------------------------|--------------|
| SLT2 on Call2 goes active<br>SLT2 is talking | GC1-CallCtlTermConnTalkingEv |              |

# Media Termination at Route Point

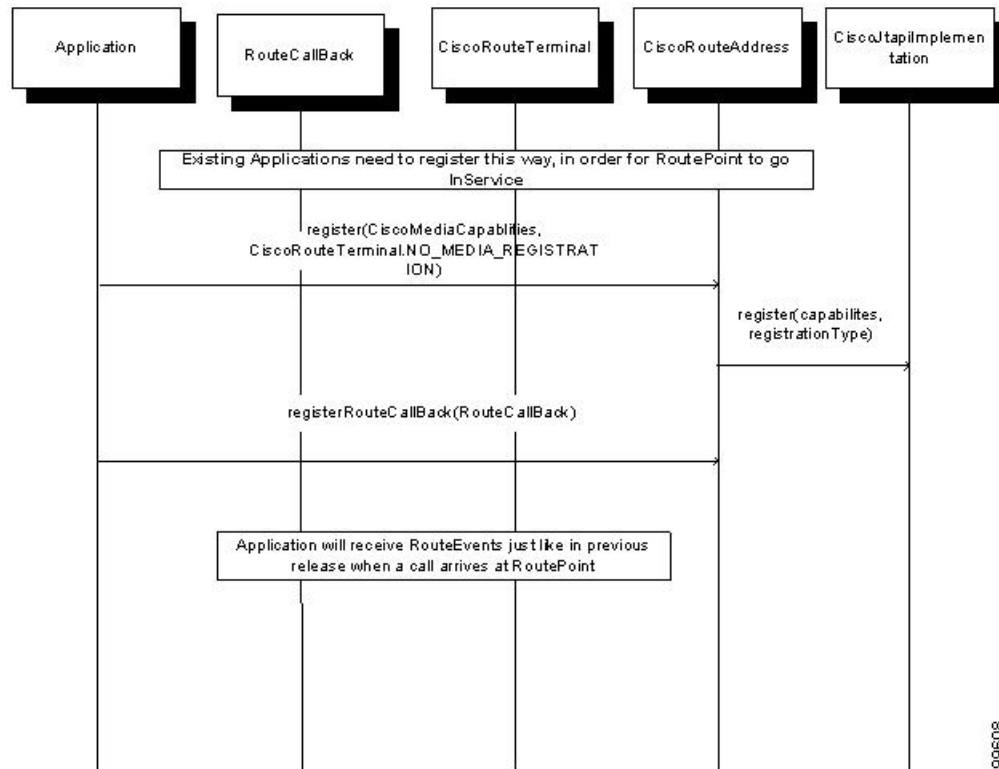
The following diagrams illustrate the message flows for Media Termination at Route Point.

Media Termination at Route Point:  
In order to set ipAddress and portNo on per call basis for RoutePoint, application needs to register RouteTerminal as specified below and need to add terminalObserver and callObserver.



99607

Media Termination at Route Point:  
Existing applications that need to use RoutePoint for pure routing, needs to register the following way.



99608

## Mobility Interaction Support

Pre-conditions to mobility interaction use cases, unless specified otherwise:

- Provider is in IN\_SERVICE state
- All addresses and terminals are already in service.
- Enable "Route calls to all remote destinations" checkbox for CTIRD1 and CTIRD3.
- CTIRD1 associated to user "Mobility1", dn = 2303
  - Remote destination 1 (Name: "C1\_CTIRD1\_RDD3", Number: "339007")
- CTIRD3 associated to user "Mobility3", dn = 9202
  - Remote destination 1 (Name: "C1\_CTIRD3\_RDD1", Number: "339006")
- RDP1 associated to user "Mobility1", dn = 2303
  - Remote destination 1 (Name: "C1\_CTIRD1\_RDP1", Number: "334007")
- RDP3 associated to user "Mobility3", dn = 9202
  - Remote destination 1 (Name: "C1\_CTIRD3\_RDP1", Number: "334003")
  - Remote destination 2 (Name: "C1\_CTIRD3\_RDD1", Number: "339006")
- Device A (IP Phone - Name: "SEP2401C7824EA3", Line A1 (dn: 9000))

- User1 has in its control list: Device A, CTIRD1 and CTIRD3. All devices and lines are observed.

**Table 276: Call to CTI RD When App Not Active with Unique RD**

| Action                                                                                                                                                        | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call Info |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                            | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |           |
| A1 calls CTIRD1 in which active rd is not set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "2303"). Call is answered at the RD of RDP1 (dn = 4007). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 2303<br>GC1: ConnInProgressEv 2303<br>GC1: CallCtlConnOfferedEv 2303<br>GC1: ConnAlertingEv 2303<br>GC1: CallCtlConnAlertingEv 2303<br>GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>*Call is offered to the remote destination of RDP1 after delay. Call is not offered to CTIRD1 or to the remote destination of CTIRD1 (dn = 9007). |           |

**Table 277: Call to CTI RD When App Active with Unique RD with Answer on RD of RDP**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| App sets active rd of CTIRD1 to be 339007. User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("339007", true). | CiscoProvTerminalRemoteDestinationChangedEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | CiscoRemoteTerminal.getActiveRemoteDestinations() = CiscoRemoteDestinationInfo[1].CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "339007"<br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true. |
| A1 calls CTIRD1 in which active rd is set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "2303").                 | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 2303<br>GC1: ConnInProgressEv 2303<br>GC1: CallCtlConnOfferedEv 2303<br>GC1: ConnAlertingEv 2303<br>GC1: CallCtlConnAlertingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnRingingEv CTIRD1 |                                                                                                                                                                                                                  |
| Call is answered at the RD of RDP1 (dn = 4007).                                                                           | GC1: CallCtlTermConnRingingEv CTIRD1<br>*Call is offered to CTIRD1 and to the RD of CTIRD1 without delay. Call is offered to RD of RDP1 after delay.<br>GC1: TermConnDroppedEv CTIRD1<br>GC1: CallCtlTermConnDroppedEv CTIRD1                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                  |

Table 278: Call to CTI RD When App Active with Unique RD with Answer on RD of CTI RD

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call Info                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| App sets active rd of CTIRD1 to be 339007. User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("339007", true). | CiscoProvTerminalRemoteDestinationChangedEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | CiscoRemoteTerminal.getActiveRemoteDestinations() = CiscoRemoteDestinationInfo[1].CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "339007"<br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true. |
| A1 calls CTIRD1 in which active rd is set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "2303").                 | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 2303<br>GC1: ConnInProgressEv 2303<br>GC1: CallCtlConnOfferedEv 2303<br>GC1: ConnAlertingEv 2303<br>GC1: CallCtlConnAlertingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnRingingEv CTIRD1<br>GC1: CallCtlTermConnRingingEv CTIRD1<br>*Call is offered to CTIRD1 and to the RD of CTIRD1 without delay. Call is offered to RD of RDP1 after delay. |                                                                                                                                                                                                                  |
| Call is answered at the RD of CTIRD1 (dn = 9007).                                                                         | GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>GC1: TermConnActiveEv CTIRD1<br>GC1: CallCtlTermConnTalkingEv CTIRD1                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                  |

**Table 279: Call to CTI RD When App Not Active with Shared and Unique RD**

| Action                                                                                                                                                        | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Info |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                            | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |           |
| A1 calls CTIRD3 in which active rd is not set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "9202"). Call is answered at the RD of RDP3 (dn = 4003). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>*Call is offered to the remote destination of RDP3 after delay. Since 339006 is shared between CTIRD3 and RDP3, call is only seen at 339006 after delay. |           |

**Table 280: Call to CTI RD When App Active with Shared and Unique RD with Answer on RD of CTI RD**

| Action                                                                                                                    | Events                                      | Call Info                                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                                        | ProvInServiceEv                             |                                                                                                                                                                                                                      |
| App sets active rd of CTIRD3 to be 339006. User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("339006", true). | CiscoProvTerminalRemoteDestinationChangedEv | CiscoRemoteTerminal.getActiveRemoteDestinations() = CiscoRemoteDestinationInfo[1].<br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "339006"<br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true. |

| Action                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call Info |
|-----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A1 calls CTIRD3 in which active rd is set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "9202"). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>*Call is offered to CTIRD3 and to the RD of CTIRD3 (which is shared with RDP3) without delay. Call is offered to the unique RD of RDP3 after delay. |           |
| Call is answered at the RD of CTIRD3 (dn = 9006). This is the RD that is shared between CTIRD3 and RDP3.  | GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |           |

Table 281: Call to CTI RD When App Active with Shared and Unique RD with Answer on RD of RDP

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call Info                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| App sets active rd of CTIRD3 to be 339006. User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("339006", true). | CiscoProvTerminalRemoteDestinationChangedEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CiscoRemoteTerminal.getActiveRemoteDestinations() = CiscoRemoteDestinationInfo[1].CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "339006"<br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true. |
| A1 calls CTIRD3 in which active rd is set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "9202").                 | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br><br>*Call is offered to CTIRD3 and to the RD of CTIRD3 (which is shared with RDP3) without delay. Call is offered to the unique RD of RDP3 after delay. |                                                                                                                                                                                                                  |
| Call is answered at the RD of RDP3 (dn = 4003).                                                                           | GC1: TermConnDroppedEv CTIRD3<br>GC1: CallCtlTermConnDroppedEv CTIRD3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                  |

## Modifying Calling Number

The following scenario illustrates the message flows for Modifying Calling Number.

**Scenario One**

The application controls the device Route Point (RP) and registers RP .

A and B are PNO and appear within the Cisco Unified Communications Manager cluster.

A calls RP.

Call arrives at RP

| Action                                                                                                                                                                                                       | Event          | Fields                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Call Arrives at RP                                                                                                                                                                                           | RouteEvent     | State = ROUTE<br>getRouteAddress () = RP<br>getCallingAddress () = A<br>getCallingTerminal () = SEPA<br>(Terminal associated with A)  |
| Application invokes<br><br>selectRoute( routeselected[],<br>callingsearchspace,<br>modifyingcallingnumber[] )<br>where routeSelected[] = C<br>callingSearchSpace =<br>CiscoRouteSession.DEFAULT_SEARCH_SPACE | RouteUsedEvent | State = ROUTE_USED<br>getCallingAddress () = A<br>getCallingTerminal () = SEPA<br>(Terminal associated with A)<br>getRouteUsed () = C |
| Application invokes<br><br>endRoute (ERROR_NONE)                                                                                                                                                             | RouteEndEvent  | State = ROUTE_END<br>getRouteAddress () = RP                                                                                          |

**Scenario Two**

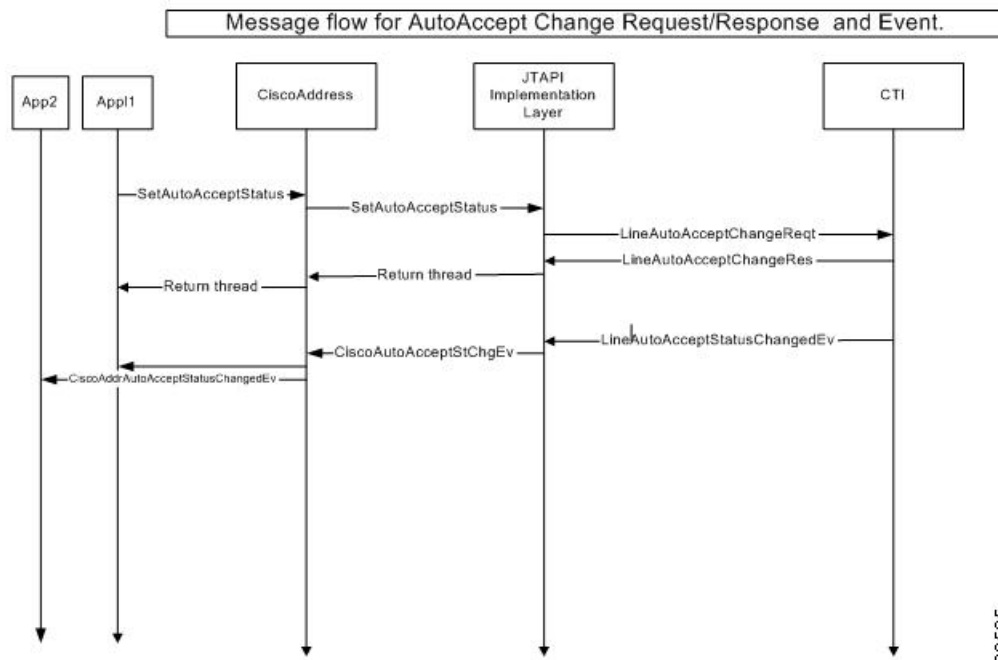
The application is controls A and B.

A calls RP, which selects Route call to B with modified calling number as M.

| Action                                                                                          | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Fields                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls RP, which is not in controlled list.</p>                                             | <p>NEW META EVENT _____ META_CALL_STARTING<br/>                     CallActiveEv Cause:<br/>                     CAUSE_NEW_CALL<br/>                     ConnCreatedEv A Cause: CAUSE_NORMAL<br/>                     ConnConnectedEv A Cause: CAUSE_NORMAL<br/>                     CallCtlConnInitiatedEv Cause: CAUSE_NORMAL<br/>                     CallControlCause: CAUSE_NORMAL<br/>                     TermConnCreatedEv SEPA Cause: Other: 0<br/>                     TermConnActiveEv SEPA Cause: CAUSE_NORMAL<br/>                     CallCtlTermConnTalkingEv SEPA Cause: CAUSE_NORMAL<br/> <br/>                     CallControlCause: CAUSE_NORMAL<br/> <br/>                     NEW META EVENT _____ META_CALL_PROGRESS<br/>                     CallCtlConnDialingEv A<br/> <br/>                     NEW META EVENT _____ META_CALL_PROGRESS<br/>                     CallCtlConnEstablishedEv A<br/>                     ConnCreatedEv RP<br/>                     ConnInProgressEv RP<br/>                     CallCtlConnOfferedEv RP</p> | <p>getCallingAddress() = A<br/>                     getCalledAddress() =<br/>                     getLastRedirectedAddress () =<br/>                     getCurrentCallingAddress () = A<br/>                     getCurrentCalledAddress() =<br/>                     getModifiedCallingAddress() = A<br/>                     getModifiedCalledAddress() =<br/> <br/>                     getCallingAddress() = A<br/>                     getCalledAddress() =<br/>                     getLastRedirectedAddress () =<br/>                     getCurrentCallingAddress () = A<br/>                     getCurrentCalledAddress() =<br/>                     getModifiedCallingAddress() = A<br/>                     getModifiedCalledAddress() =<br/> <br/>                     getCallingAddress() = A<br/>                     getCalledAddress() = B<br/>                     getLastRedirectedAddress () =<br/>                     getCurrentCallingAddress () = A<br/>                     getCurrentCalledAddress() = B<br/>                     getModifiedCallingAddress() = A<br/>                     getModifiedCalledAddress() = B</p> |
| <p>Another application controls the RP selectRoute to B with modifying calling number as M.</p> | <p>NEW META EVENT _____<br/>                     META_CALL_ADDITIONAL_PARTY<br/>                     ConnCreatedEv B<br/>                     ConnInProgressEv B<br/>                     CallCtlConnOfferedEv B<br/>                     ConnDisconnectedEv RP<br/>                     CallCtlConnDisconnectedEv RP<br/> <br/>                     NEW META EVENT _____<br/>                     META_CALL_PROGRESS<br/>                     ConnAlertingEv B<br/>                     CallCtlConnAlertingEv B<br/>                     TermConnCreatedEv B<br/>                     TermConnRingingEv B<br/>                     CallCtlTermConnRingingEv B</p>                                                                                                                                                                                                                                                                                                                                                                                                | <p>getCallingAddress() = A<br/>                     getCalledAddress() = B<br/>                     getLastRedirectedAddress () = RP<br/>                     getCurrentCallingAddress () = A<br/>                     getCurrentCalledAddress() = B<br/>                     getModifiedCallingAddress() = M<br/>                     getModifiedCalledAddress() = B<br/> <br/>                     getCallingAddress() = A<br/>                     getCalledAddress() = B<br/>                     getLastRedirectedAddress () = RP<br/> <br/>                     getCurrentCallingAddress () = A<br/>                     getCurrentCalledAddress() = B<br/>                     getModifiedCallingAddress() = M<br/>                     getModifiedCalledAddress() = B</p>                                                                                                                                                                                                                                                                                                                                                                        |

| Action              | Event                                                                                               | Fields                                                                                                                                                                                                                       |
|---------------------|-----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B answers the call. | ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv B<br>CallCtlTermConnTalkingEv B | getCallingAddress() = A<br>getCalledAddress() = B<br>getLastRedirectedAddress() = RP<br>getCurrentCallingAddress() = A<br>getCurrentCalledAddress() = B<br>getModifiedCallingAddress() = M<br>getModifiedCalledAddress() = B |

## AutoAccept for CTIPort and RoutePoint



## Silent Monitoring Use Cases

A and TA are address and terminal of monitor target or recording initiator

B and TB are address and terminal of monitor initiator.

### Scenario One

Administrator enables monitoring capability for the user.



| Action                                       | Events                                                                                                                                       | Call info |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|                                              | CiscoProviderCapabilityChangedEv<br>hasMonitorCapabilityChanged() on this event returns true<br>hasRecordingCapabilityChanged() returns true | NA        |
| ciscoProvider.getCapabilities().canMonitor() | JTAPI returns true                                                                                                                           | NA        |

**Scenario Two**

Start and Stop monitor: A is monitor target, B is monitor initiator. X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2. Application has call observer on both A and B. Application has monitoring capability enabled.

| Action                                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call info                                                                                                                                                                          |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A answers GC1<br>B calls start monitor using GC2 giving CI1, A and TermA from GC1 | <b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL<br><b>GC1:ConnCreatedEv</b> for A Cause: CAUSE_NORMAL<br><b>GC1:ConnConnectedEv</b> for A Cause: CAUSE_NORMAL<br>GC1: ConnConnectedEv X<br>...<br><b>GC1:CallCrlTermConnRingingEv</b> TA Cause: CAUSE_NORMAL<br><b>GC1:CallCrlTermConnTalkingEv</b> TA Cause: CAUSE_NORMAL<br>CiscoRTPOutputStartedEv<br>CiscoRTPInputStartedEv<br><b>GC2:CallActive</b> Cause: CAUSE_NORMAL<br><b>GC2: GC1:ConnConnectedEv</b> for B Cause: CAUSE_NORMAL<br>GC2: CallCtlTermConnTalkingEv TB<br>GC2: ConnCreatedEv A<br>(No terminal connection for A or GC2)<br>GC2: ConnConnectedEv A<br><b>GC2:CiscoTermConnMonitorTargetInfoEv</b> Cause:<br>CAUSE_NORMAL address:A, terminal name: TA, rtphandle = CI1<br><b>GC1: CiscoTermConnMonitorStartEv</b> TA<br><b>GC1: CiscoTermConnMonitorInitiatorInfoEv</b> TA Cause:<br>CAUSE_NORMAL address:B, device name: TB | GC1:<br>Calling: X<br>Called: A<br>LRP: null<br>Current calling: X<br>Current called: A<br>GC2:<br>Calling: B<br>Called: A<br>LRP: null<br>Current calling: B<br>Current called: A |

| Action                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call info |
|-----------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A puts the call on hold<br>A resumes the call<br>B calls drop on GC2 to stop monitoring | GC2: CiscoRTPOutputStoppedEv<br>GC1: CiscoRTPOutputStoppedEv<br><b>GC1: CallCtlTermConnHeldEv</b> TA<br>GC2: CiscoRTPInputStoppedEv<br>GC1: CiscoRTPInputStoppedEv<br>GC1: CiscoRTPOutputStartedEv<br>GC2: CiscoRTPOutputStartedEv<br>GC1: CallCtlTermConnTalking TA<br>GC2: CiscoRTPInputStartedEv<br>GC1: CiscoRTPInputStartedEv<br>GC2: CallCtlTermConnDroppedEv TB<br>GC2: ConnDisconnEv A<br>GC1: CiscoTermConnMonitorEndEv TA<br>GC2: ConnDisconnEv B<br>GC2: CallInvalidEv |           |

**Scenario Three**

Monitor initiator transfers the call to Y. A is monitor target, B is monitor initiator. X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2. Application has call observer on both A and B. application has monitoring capability enabled. B transfers the call to Y.

| Action                                                                                                                                           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <p>A answers GC1</p> <p>B calls start monitor using GC2 and ci2 giving CI1, A and TermA from GC1</p> <p>Or using the teminalconnection of A.</p> | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>GC1:ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>GC1:ConnConnectedEv</b> for A Cause: CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv X</p> <p>...</p> <p><b>GC1:CallCrTermConnRingEv</b> TA Cause: CAUSE_NORMAL</p> <p><b>GC1:CallCrTermConnTalkingEv</b> TA Cause: CAUSE_NORMAL</p> <p>CiscoRTPOutputStartedEv</p> <p>CiscoRTPInputStartedEv</p> <p><b>GC2:CallActive</b> Cause: CAUSE_NORMAL</p> <p><b>GC2: ConnConnectedEv</b> for B Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlTermConnTalkingEv TB</p> <p>GC2: ConnCreatedEv A</p> <p>(No terminal connection for A or GC2)</p> <p>GC2: ConnConnectedEv A</p> <p><b>GC2: CiscoTermConnMonitorTargetInfoEv</b> Cause: CAUSE_NORMAL Monitor_TARGET address:A, device name: TA,</p> <p>rtphandle = CI1</p> <p><b>GC1: CiscoTermConnMonitorStartEv</b> TA</p> <p><b>GC1: CiscoTermConnMonitorInitiatorInfoEv</b> TA Cause: CAUSE_NORMAL address:B, device name: TB rtphandle = ci2</p> | <p>GC1:</p> <p>Calling: X</p> <p>Called: A</p> <p>LRP: null</p> <p>Current calling: X</p> <p>Current called: A</p> |

| Action                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call info                                                                                                       |
|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| <p>B consults Y using GC3 and completes transfer.</p> <p>Call observer on Y would see</p> | <p>GC3: CallActiveEv</p> <p>GC3: ConnConnectedEv B</p> <p>GC3: CallCtlTermConnTalkingEv TB</p> <p>GC3: ConnConnectedEv Y</p> <p>CiscoTransferStartEv(GC3-&gt;GC2)</p> <p>GC3: ConnDisconnectedEv Y</p> <p>GC1: CiscoTermConnMonitorInitiatorInfoEv TA Cause: CAUSE_NORMAL address:Y, device name: TY</p> <p>GC3: ConnDisconnectedEv B</p> <p>GC3: CallCtlTermConnDroppedEv TB</p> <p>GC3: CallInvalidEv</p> <p>GC2: CallCtlTermConnDroppedEv TB</p> <p>....</p> <p>GC2: CallInvalidEv</p> <p>CiscoTransferEndEv</p> <p>GC3: CallActive</p> <p><b>GC3:</b> CallCtlTermConnRingingEv TY</p> <p>GC3: CallCtlTermConnTalkingEv TY</p> <p>CiscoTransferStartEv</p> <p>CiscoCallChangedEv GC3-&gt;GC2</p> <p>GC2: ConnConnectedEv Y</p> <p><b>GC2:</b> ConnConnectedEv B</p> <p>GC2: CiscoTermConnMonitorTargetInfoEv TY Cause: CAUSE_NORMAL address:A, device name: TA</p> <p>GC3: ConnDisconnectedEv Y</p> <p><b>GC3:</b> CallCtlTermConnDroppedEv TY</p> <p>GC3: CallInvalidEV</p> <p>GC2: ConnConnectedEv X</p> <p>GC2: ConnDisconnectedEv A</p> <p>CiscoTransferEndEv</p> <p>(CiscoTermConnMonitorInitiatorInfoEv on GC1 is independent of transfer events on GC3 and GC2 and can be delivered at any time before or after end event.)</p> | <p>GC1:</p> <p>Calling: X</p> <p>Called: A</p> <p>LRP: A</p> <p>Current calling: X</p> <p>Current called: Y</p> |

**Scenario Four**

Monitoring a barged call: A and A' are shared lines. Caller calls A, A answers the call. A' barge into the call. B calls start monitor.

| Action                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call info                                                                                                          |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| A answers GC1<br>A' barges the call<br>B calls start monitor using GC2 giving CII, A and TermA from GC1 | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>GC1:ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>GC1:ConnConnectedEv</b> for A Cause: CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv X</p> <p>...</p> <p><b>GC1:CallCrITermConnRingEv</b> TA Cause: CAUSE_NORMAL</p> <p><b>GC1:CallCrITermConnTalkingEv</b> TA Cause: CAUSE_NORMAL</p> <p>CiscoRTPOutputStartedEv</p> <p>CiscoRTPIInputStartedEv</p> <p>GC1: CallCtItermConnBridgedEv TermA'</p> <p>GC1: <b>GC1:CallCrITermConnTalkingEv</b> TA'</p> <p>Exception is thrown to startMonitor request.</p> | <p>GC1:</p> <p>Calling: X</p> <p>Called: A</p> <p>LRP: null</p> <p>Current calling: X</p> <p>Current called: A</p> |

**Scenario Five**

Monitor and recording: A is monitor target and has auto recording configured. B is monitor initiator. X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2. Application has call observer on both A and B. Application has monitoring capability enabled.

| Action                                                                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call info                                                                                                          |
|----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <p>A answers GC1</p> <p>B calls start monitor using GC2 giving CII, A and TermA from GC1</p> | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>GC1:ConnCreatedEv</b> for A Cause: CAUSE_NORMAL</p> <p><b>GC1:ConnConnectedEv</b> for A Cause: CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv X</p> <p>...</p> <p><b>GC1:CallCrlTermConnRingngEv</b> TA Cause: CAUSE_NORMAL</p> <p><b>GC1:CallCrlTermConnTalkingEv</b> TA Cause: CAUSE_NORMAL</p> <p>CiscoRTPOutputStartedEv</p> <p>GC1: CiscoTermConnRecordingStartEv TA</p> <p><b>GC1: CiscoTermConnRecordingTargetInfoEv</b> TA</p> <p>CiscoRTPInputStartedEv</p> <p><b>GC2:CallActive</b> Cause: CAUSE_NORMAL</p> <p><b>GC2: GC1:ConnConnectedEv</b> for B Cause: CAUSE_NORMAL</p> <p>GC2: CallCtlTermConnTalkingEv TB</p> <p>GC2: ConnCreatedEv A</p> <p>(No terminal connection for A on GC2)</p> <p>GC2: ConnConnectedEv A</p> <p><b>GC2: CiscoTermConnMonitorTargetInfoEv</b> Cause: CAUSE_NORMAL address:A, device name: TA, rtphandle = CII</p> <p><b>GC1: CiscoTermConnMonitorStartEv</b> TA</p> <p><b>GC1: CiscoTermConnMonitorTargetInfoEv</b> TA Cause: CAUSE_NORMAL address:B, device name: TB</p> | <p>GC1:</p> <p>Calling: X</p> <p>Called: A</p> <p>LRP: null</p> <p>Current calling: X</p> <p>Current called: A</p> |

### Scenario Six

Observing remote in use shared line in Monitoring: A and A' are shared lines. Caller calls A, A answers the call. B calls start monitor. Application has call observer on A' only. B initiates monitor request for connected call on A. No start events are delivered to call observer of A'.

| Action                                                                                                                                                                                                                        | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call info                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <p>A answers GC1 and B initiates monitor</p> <p>A puts the call on HOLD</p> <p>A' answers the call</p> <p>B drops the call and initiates start monitor using GC3 giving the terminal connection of A' in monitor request.</p> | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p><b>GC1:ConnCreatedEv</b> for A' Cause: CAUSE_NORMAL</p> <p><b>GC1:ConnConnectedEv</b> for A' Cause: CAUSE_NORMAL</p> <p>GC1: ConnConnectedEv X</p> <p>...</p> <p><b>GC1:CallCrITermConnRingingEv</b> TA' Cause: CAUSE_NORMAL</p> <p>GC1: CallCtItermConnBridgedEv TermA'</p> <p>Cause: CAUSE_NORMAL</p> <p><b>GC1: CallCrITermConnHeldEv</b> TA'</p> <p><b>GC1:CallCrITermConnTalkingEv</b> TA'</p> <p>GC1: CiscoTermConnMonitorStartEv TA'</p> <p><b>GC1: CiscoTermConnMonitorInitiatorInfoEv</b> TA' Cause: CAUSE_NORMAL address:B, device name: TB</p> | <p>GC1:</p> <p>Calling: X</p> <p>Called: A</p> <p>LRP: null</p> <p>Current calling: X</p> <p>Current called: A</p> |

**Scenario Seven**

Snap Shot events for Monitor and recording: A is monitor target and has auto recording configured. B is monitor initiator. X calls A, A answers the call GC1 (ci1), B calls start monitor using GC2. Another application adds call observer on A after monitoring and recording sessions are established.

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                          |
|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
|        | <p><b>CallActiveEv</b> for callID = GC1 Cause: CAUSE_SNAPSHOT</p> <p><b>GC1:ConnCreatedEv</b> for A Cause: CAUSE_SNAPSHOT</p> <p><b>GC1:ConnConnectedEv</b> for A Cause: CAUSE_SNAPSHOT</p> <p>GC1: ConnConnectedEv X</p> <p>...</p> <p><b>GC1:CallCrITermConnTalkingEv</b> TA Cause: CAUSE_SNAPSHOT</p> <p><b>GC1: CiscoTermConnRecordingStartEv</b> TA Cause: CAUSE_SNAPSHOT</p> <p><b>GC1: CiscoTermConnRecordingTargetInfoEv</b> TA Cause: CAUSE_SNAPSHOT</p> <p><b>GC1: CiscoTermConnMonitorStartEv</b> TA Cause: CAUSE_SNAPSHOT</p> <p><b>GC1: CiscoTermConnMonitorInitiatorInfoEv</b> TA Cause: CAUSE_SNAPSHOT address:B, device name: TB</p> | <p>GC1:</p> <p>Calling: X</p> <p>Called: A</p> <p>LRP: null</p> <p>Current calling: X</p> <p>Current called: A</p> |

# Secured Monitoring Use Cases

## Monitoring Use Cases

| Scenario                                                                                                                                                                                                                                                                   | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Info                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Scenario 1</b></p> <p>1. Supervisor and agent’s device security mode is encrypted</p> <p>2. Customer and Agent are in a secured call.</p> <p>3. Supervisor initiates a monitoring request.</p> <p>....</p> <p>....</p> <p>4. The Agent Customer call is dropped.</p> | <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv S</p> <p>....</p> <p>....</p> <p>GC2: CallCtlConnEstablishedEv TermS</p> <p>GC1: CiscoTermConnMonitorStartEv TermA</p> <p>GC1: CiscoTermConnMonitorInitiatorInfoEv TermA</p> <p>GC2: ConnCreatedEv A</p> <p>....</p> <p>....</p> <p>GC2: CallCtlConnEstablishedEv TermA</p> <p>GC2: CiscoTermConnMonitorTargetInfoEv TermS</p> <p>GC1: CiscoTermConnMonitoringEndEv TermA</p> <p>...</p> <p>GC1: CallInvalidEv</p> <p>...</p> <p>GC2: CallInvalidEv</p> | <p>Initiatoraddress = S InitiatorTerminal = TermS</p> <p>InitiatorCall = GC2</p> <p>TargetAddress = A TargetTerminal = TermA</p> <p>targetCall = GC1</p> |





| Scenario                                                                                                                                                                                                                                    | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Info                                                                                                                                              |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Scenario 3</b></p> <p>1. Agent’s Device is non-secured and supervisor is secured</p> <p>2. Customer and Agent are in a non secured call</p> <p>3. Supervisor initiates a monitoring request</p> <p>4. Supervisor stops Monitoring</p> | <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv S</p> <p>....</p> <p>GC2: CallCtlConnEstablishedEv TermS</p> <p>GC1: CiscoTermConnMonitorStartEv TermA</p> <p>GC1:<br/>CiscoTermConnMonitorInitiatorInfoEv TermA</p> <p>GC2: ConnCreatedEv A</p> <p>....</p> <p>....</p> <p>GC2: CallCtlConnEstablishedEv TermA</p> <p>GC2: CiscoTermConnMonitorTargetInfoEv TermS</p> <p>GC1: CiscoTermConnMonitoringEndEv TermA</p> <p>...</p> <p>GC2: CallInvalidEv</p> | <p>Initiatoraddress = S InitiatorTerminal = TermS</p> <p>InitiatorCall = GC2</p> <p>Targetaddress = A TargetTerminal = TermATarget call = GC1</p> |
| <p><b>Scenario 4</b></p> <p>1. Agent’s device is secured and supervisor is non-secured</p> <p>2. Customer and agent are in a secured/non-secured call</p> <p>3. Supervisor initiates a monitoring request</p>                               | <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC2: ConnCreatedEv S</p> <p>..</p> <p>GC2: CallCtlConnEstablished TermS</p> <p>GC2: ConnFailedEv S2</p> <p>GC2: CallCtlConnFailedEv S2</p> <p>PrivilegeViolationException<br/>:CTIERR_SECURITY_CAPABILITY_MISMATCH</p> <p>( as supervisor’s does not meet the security capabilities of the Agent)</p>                                                                                                                                                  | <p>Cause: BCNAUTHORIZED</p>                                                                                                                       |

| Scenario                                                                                                                                                                                                                                 | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Info                                                                                                                                                                                    |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Scenario 5</b></p> <p>1. Both supervisor and agent are non-secured</p> <p>2. Customer and agent are in a non-secured call</p> <p>3. Supervisor initiates a monitoring request</p> <p>4. Supervisor stops monitoring</p>            | <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC2: ConnCreatedEv S</p> <p>.....</p> <p>GC2: CallCtlConnEstablishedEv TermS</p> <p>GC1: CiscoTermConnMonitorStartEv TermA</p> <p>GC1:<br/>CiscoTermConnMonitorInitiatorInfoEv TermA</p> <p>GC2: connCreatedEv A</p> <p>..</p> <p>GC2: CallCtlConnEstablishedEv termA</p> <p>GC2:<br/>CiscoTermConnMonitoringTargetInfoEv</p> <p>GC1: CiscoTermConnMonitoringEndEv TermA</p> <p>...</p> <p>GC2: CallInvalidEv</p> | <p>Initiatorortaddress = S InitiatorTerminal = TermS</p> <p>InitiatorCall = GC2</p> <p>Targetaddress = A TargetTerminal = TermATarget call = GC1</p>                                    |
| <p><b>Scenario 6</b></p> <p>1. Supervisor1 and agent are secured, supervisor2 is non-secured.</p> <p>2. Customer and Agent are in a secured/non-secured call</p> <p>3. A secured monitoring session is in progress with supervisor1.</p> | <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC2: ConnCreatedEv S</p> <p>.....</p> <p>GC2: CallCtlConnEstablishedEv TermS</p> <p>GC1: CiscoTermConnMonitorStartEv</p> <p>GC1:<br/>CiscoTermConnMonitoringInitiatorInfoEv termA</p> <p>GC2 : ConnCreatedEv A</p> <p>..</p> <p>GC2: CallCtlConnEstablishedEv TermA</p> <p>GC2:<br/>CiscoTermConnMonitoringTargetInfoEv</p>                                                                                       | <p>Initiatorortaddress = S InitiatorTerminal = TermS</p> <p>InitiatorCall = GC2</p> <p>Targetaddress = A TargetTerminal = TermATarget call = GC1</p> <p>cause : CAUSE_BCNAUTHORISED</p> |

| Scenario                                                                                                                                                                                                                                                                                                | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Info                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>4. Supervisor1 transfers the monitoring call to supervisor2</p>                                                                                                                                                                                                                                      | <p>CiscoTransferStartEv<br/>                     .....<br/>                     CiscoTransferEndEv<br/>                     The monitoring session is torn down (since supervisor2 does not meet the security capabilities of the agent)<br/>                     GC2: ConnFailedEv S2<br/>                     GC2: CallCtlConnFailedEv S2<br/>                     GC1: CiscoTermConnMonitorEndEv<br/>                     Events Received on Supervisor1<br/>                     CiscoAddrMonitoringTerminatedEv</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <p>TransactionID : xxxx<br/>                     AgentAddr = A<br/>                     AgentDevice = termA<br/>                     AgentCID = agentCI in GC1<br/>                     Supervisor1 Device Name = TermS1<br/>                     Cause = BCNAuthorised</p> |
| <p><b>Scenario 7</b></p> <p>1. Supervisor1 and agent are secured, supervisor2 is secured.</p> <p>2. Customer and Agent are in a secured/non-secured call</p> <p>3. A secured monitoring session is in progress with supervisor1.</p> <p>4. Supervisor1 transfers the monitoring call to supervisor2</p> | <p>GC1: CallCtlTermConnTalkingEv TermA<br/>                     GC2: ConnCreatedEv S<br/>                     .....<br/>                     GC2: CallCtlConnEstablishedEv TermS<br/>                     GC1: CiscoTermConnMonitorStartEv<br/>                     GC1:<br/>                     CiscoTermConnMonitoringInitiatorInfoEv<br/>                     termA<br/>                     GC2 : ConnCreatedEv A<br/>                     ..<br/>                     GC2: CallCtlConnEstablishedEv TermA<br/>                     GC2:<br/>                     CiscoTermConnMonitoringTargetInfoEv<br/>                     CiscoTransferStartEv<br/>                     ....<br/>                     CiscoTransferEndEv<br/>                     GC2: ConnCreatedEv S2<br/>                     .....<br/>                     GC2: CallCtlConnEstablishedEv TermS2<br/>                     GC2:<br/>                     CiscoTermConnMonitoringTargetInfoEv</p> | <p>Initiatoraddress = S InitiatorTerminal = TermS<br/>                     InitiatorCall = GC2<br/>                     Targetaddress = A TargetTerminal = TermATarget call = GC1<br/>                     Targetaddress = A TargetTerminal = TermATarget call = GC1</p>    |

**Monitoring and Recording Use Cases**

| Scenario                                                                                                                                                                                                                                               | Expected Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Scenario 1</b></p> <ol style="list-style-type: none"> <li>Agent is non-secured, Supervisor and recorder are encrypted</li> <li>Agent is in a non-secured call with customer</li> <li>Supervisor monitors the call in non-secured mode</li> </ol> | <p>GC1: CallCtlTermConnTalkingEv TermA</p> <p>GC2: CallActiveEv</p> <p>GC2: ConnCreatedEv S</p> <p>....</p> <p>....</p> <p>GC2: CallCtlConnEstablishedEv TermS</p> <p>GC1: CiscoTermConnMonitorStartEv TermA</p> <p>GC1: CiscoTermConnMonitorInitiatorInfoEv TermA</p> <p>GC2: ConnCreatedEv A</p> <p>....</p> <p>....</p> <p>GC2: CallCtlConnEstablishedEv TermA</p> <p>GC2: CiscoTermConnMonitorTargetInfoEv TermS</p> <p>CiscoTermConnRecordingStartEv</p> <p>CallCtlTermConnTalkingEv TermS</p> <p>The recording is done in a secured mode as Both the supervisor and recorder are secured, but the overall call security is non-secured.</p> |
| <ol style="list-style-type: none"> <li>Application requests for recording the call at Supervisor</li> </ol>                                                                                                                                            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

# Native Queuing

- Hunt Pilot HP has one member B.
- Check box for "Queue Calls" is checked.
- "Maximum In Queue timer" is set as 60 seconds.
- "Destination When Maximum Wait Time is Met" is set as C
- Queue depth is set to 1
- "Destination When Queue is Full" is set to C

## Queuing of Call

| Action             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls HP         | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 CiscoHuntConnCreatedEv HP<br>GC1 CallCtlConnEstablishedEv A<br>GC1 TermConnCreatedEv A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 ConnConenctedEv HP<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 CallCtltermConnRingingEv termB<br>GC1 CallCtlConnEstablishedEv HP |           |
| B answers the call | GC1 CallCtlConnEstablishedEv B<br>GC1 CallCtlTermConnTalkingEv termB                                                                                                                                                                                                                                                                                                                                                                                 |           |

| Action             | Event                                                                                                                                                                                                       | Call info                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D calls HP         | GC2 CallActiveEv<br>GC2 ConnCreatedEv D<br>GC2 CallCtlConnInitiatedEv D<br>GC2 CallCtlConnEstablishedEv D<br>GC2 TermConnCreatedEv D<br>GC2 CallCtlTermConnTalkingEv TermD<br>GC2 CiscoHuntConnCreatedEv HP | Connected.getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                                                                                                                                                                                                                                                                                          |
| (Call gets Queued) | GC2 ConnCreatedEv HP<br>GC2 ConnInProgressEv HP<br>GC2 CallCtlConnQueuedEv HP                                                                                                                               | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_QUEUING<br>Connected.getAddress().getType() =<br>CiscoAddress.INTERNAL<br>Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = HP<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = HP<br>Call.getLastRedirectedAddress() = HP |
|                    | GC2 CallCtlConnDisconenctedEv HP<br>GC2 ConnDisconnectedEv HP                                                                                                                                               | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_QUEUING<br>Connected.getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                                                                                                                                                                                                                     |

De-queuing of a call

| Action             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls HP         | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 CiscoHuntConnCreatedEv HP<br>GC1 CallCtlConnEstablishedEv A<br>GC1 TermConnCreatedEv A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 ConnConenctedEv HP<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 CallCtltermConnRingingEv termB<br>GC1 CallCtlConnEstablishedEv HP |           |
| B answers the call | GC1 CallCtlConnEstablishedEv B<br>GC1 CallCtlTermConnTalkingEv termB                                                                                                                                                                                                                                                                                                                                                                                 |           |



| Action             | Event                                                                                                                                                                                                       | Call info                                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D calls HP         | GC2 CallActiveEv<br>GC2 ConnCreatedEv D<br>GC2 CallCtlConnInitiatedEv D<br>GC2 CallCtlConnEstablishedEv D<br>GC2 TermConnCreatedEv D<br>GC2 CallCtlTermConnTalkingEv TermD<br>GC2 CiscoHuntConnCreatedEv HP | Connected.getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                                                                                                                                                                                                                                                                                           |
| (Call gets Queued) | GC2 ConnCreatedEv HP<br>GC2 ConnInProgressEv HP<br>GC2 CallCtlConnQueuedEv HP                                                                                                                               | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_QUEUEING<br>Connected.getAddress().getType() =<br>CiscoAddress.INTERNAL<br>Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = HP<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = HP<br>Call.getLastRedirectedAddress() = HP |
|                    | GC2 CallCtlConnDisconectedEv HP<br>GC2 ConnDisconnectedEv HP                                                                                                                                                | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_QUEUEING<br>Connected.getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                                                                                                                                                                                                                     |

| Action                 | Event | Call info |
|------------------------|-------|-----------|
| B disconnects the call |       |           |

| Action | Event                                                                                                                                                                                                                                                                                                                                                          | Call info                                                                                                                                                                                                           |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | GC1 ConnDisconnectedEv HP<br>GC1 CallCtlConnDisconnectedEv HP<br><br>GC1 TermConnDroppedEv TermB<br>GC1 CallCtlTermConnDroppedEv termB<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconenctedEv B<br>GC1 TermConnDroppedEv TermA<br>GC1 CallCtlTermConnDroppedEv termA<br>GC1 ConnDisconnectedEv A<br>GC1 CallCtlConnDisconenctedEv A<br>GC1 CallInvalidEv | Connected.getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                                                                                                       |
|        | GC2 ConnCreatedEv B<br>GC2 ConnInProgressEv B<br>GC2 CallCtlConnOfferedEv B<br><br>GC2 CiscoHuntConnCreatedEv HP<br><br>GC2 ConnAlertinEv B<br>GC2 CallCtlConnAleringEv B<br>GC2 TermConnCreatedEv Term B<br>Gc2 termConnRinginEv TermB<br>GC2 CallCtlTermConnRinginEv TermB                                                                                   | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_DEQUEUEING<br><br>Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                  |
|        | GC2 ConnConnectedEv HP<br>GC2 CallCtlConnEstablishedEv HP                                                                                                                                                                                                                                                                                                      | Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT<br>Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = B<br>Call.getCurrentCallingAddress() = D |

| Action    | Event                                                                                                                 | Call info                                                                                                                                                                                                                                                                                                              |
|-----------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | GC2 ConnDisconnectedEv HP<br>GC2 CallCtlConnDisconnectedEv HP                                                         | Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = B<br>Call.getLastRedirectedAddress() = HP<br><br>Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_DEQUEUEING<br>(AddressImpl)(ConnectionImpl)((ConnEvImpl)<br>Ev.getConnection().getAddress()).getType() =<br>CiscoAddress.INTERNAL |
| B Answers | GC2 ConnConnectedEv B<br>GC2 CallCtlConnEstablishedEv B<br>GC2 TermConnActiveEv Term B<br>GC2 TermConnTalkingEv TermB | Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = B<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = B<br>Call.getLastRedirectedAddress() = HP                                                       |

### Maximum In-Queue Timer Expires

| Action             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls HP         | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 CiscoHuntConnCreatedEv HP<br>GC1 CallCtlConnEstablishedEv A<br>GC1 TermConnCreatedEv A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 ConnConenctedEv HP<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 CallCtltermConnRingingEv termB<br>GC1 CallCtlConnEstablishedEv HP |           |
| B answers the call | GC1 CallCtlConnEstablishedEv B<br>GC1 CallCtlTermConnTalkingEv termB                                                                                                                                                                                                                                                                                                                                                                                 |           |

| Action             | Event                                                                                                                                                                                                           | Call info                                                                                                                                                                                                                                                                                                                                    |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D calls HP         | GC2 CallActiveEv<br>GC2 ConnCreatedEv D<br>GC2 CallCtlConnInitiatedEv D<br>GC2 CallCtlConnEstablishedEv D<br>GC2 TermConnCreatedEv D<br>GC2 CallCtlTermConnTalkingEv TermD<br><br>GC2 CiscoHuntConnCreatedEv HP | Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT<br>Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = HP<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = HP<br>Call.getLastRedirectedAddress() = HP |
| (Call gets Queued) | GC2 ConnCreatedEv HP<br>GC2 CallCtlCallOfferedEv HP<br>GC2 ConnConnectedEv HP<br>GC2 CallCtlConnEstablishedEv HP                                                                                                | Ev.getCiscoFeatureReason() = CiscoFeatureReason.<br>REASON_QUEUEING<br>Ev.getConnection().getAddress().getType() =<br>CiscoAddress.INTERNAL                                                                                                                                                                                                  |

| Action           | Event                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| After 60 seconds | GC2 ConnCreatedEv C<br>GC2 ConnInProgressEv C<br>GC2 CallCtlConnOfferedEv C<br><br>GC2 ConnAlertingEv C<br>GC2 CallCtlConnAlertingEv C<br>GC2 CallCtltermConnRingingEv termC<br><br><br><br><br><br><br>GC2 ConnDisconnectedEv HP<br>GC2 CallCtlConnDisconnectedEv HP | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.<br>REASON_DEQUEUEING_TIMER_EXPIRED<br><br>Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = C<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = C<br>Call.getLastRedirectedAddress() = HP<br><br>Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.<br>REASON_DEQUEUEING_TIMER_EXPIRED<br>Ev.getConnection().getAddress().getType() =<br>CiscoAddress.INTERNAL |

**Maximum In-Queue Timer Expires with Destination as Another HP Whose Member E Is Free**

All members of HP are busy. The destination when queue timer expires is HP2 whose members E is free

| Action             | Event                                                                                                                                                                                                       | Call info                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D calls HP         | GC2 CallActiveEv<br>GC2 ConnCreatedEv D<br>GC2 CallCtlConnInitiatedEv D<br>GC2 CallCtlConnEstablishedEv D<br>GC2 TermConnCreatedEv D<br>GC2 CallCtlTermConnTalkingEv TermD<br>GC2 CiscoHuntConnCreatedEv HP | Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                                                                                                                                                                                                                                                                                           |
| (Call gets Queued) | GC2 ConnCreatedEv HP<br>GC2 CallCtlCallOfferedEv HP<br>GC2 ConnConnectedEv HP<br>GC2 CallCtlConnEstablishedEv HP                                                                                            | Ev.getConnection().getAddress().getType() =<br>CiscoAddress.INTERNAL<br>Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_QUEUEING<br>Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = HP<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = HP<br>Call.getLastRedirectedAddress() = HP |





Maximum In-Queue Timer Expires with Destination as Another HP Whose Members Are Busy

| Action    | Event                                                                                                                 | Call info                                                                                                                                                                                                                                                        |
|-----------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E answers | GC2 ConnConnectedEv E<br>GC2 CallCtlConnEstablishedEv E<br>GC2 TermConnActiveEv Term E<br>GC2 TermConnTalkingEv TermE | Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = E<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = E<br>Call.getLastRedirectedAddress() = HP |

**Maximum In-Queue Timer Expires with Destination as Another HP Whose Members Are Busy**

All members of HP are busy. The destination when queue timer expires is HP2 whose members (E) is also busy





| Action | Event | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|--------|-------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        |       | <p>Ev.getCiscoFeatureReason() = CiscoFeatureReason.REASON_DEQUEUEING</p> <p>Ev.getConnection().getAddress().getType() = CiscoAddress.HUNT_PILOT</p> <p>Ev.getConnection().getAddress().getType() = CiscoAddress.HUNT_PILOT</p> <p>Call.getCalledAddress() = HP<br/> Call.getCallingAddress() = D<br/> Call.getCurrentCalledAddress() = E<br/> Call.getCurrentCallingAddress() = D<br/> Call.getModifiedCallingAddress() = D<br/> Call.getModifiedCalledAddress() = E<br/> Call.getLastRedirectedAddress() = HP</p> <p>Ev.getCiscoFeatureReason() = CiscoFeatureReason.REASON_DEQUEUEING<br/> (AddressImpl)(ConnectionImpl)((ConnEvImpl)<br/> Ev.getConnection().getAddress().getType() = CiscoAddress.INTERNAL</p> |

Queue Is Full

| Action    | Event                                                                                                                 | Call info                                                                                                                                                                                                                                                        |
|-----------|-----------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E answers | GC2 ConnConnectedEv E<br>GC2 CallCtlConnEstablishedEv E<br>GC2 TermConnActiveEv Term E<br>GC2 TermConnTalkingEv TermE | Call.getCalledAddress() = HP<br>Call.getCallingAddress() = D<br>Call.getCurrentCalledAddress() = E<br>Call.getCurrentCallingAddress() = D<br>Call.getModifiedCallingAddress() = D<br>Call.getModifiedCalledAddress() = E<br>Call.getLastRedirectedAddress() = HP |

Queue Is Full

| Action             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                | Fields |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|
| A calls HP         | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 CiscoHuntConnCreatedEv HP<br>GC1 CallCtlConnEstablishedEv A<br>GC1 TermConnCreatedEv A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 ConnConenctedEv HP<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 CallCtltermConnRingingEv termB<br>GC1 CallCtlConnEstablishedEv HP |        |
| B answers the call | GC1 CallCtlConnEstablishedEv B<br>GC1 CallCtlTermConnTalkingEv termB                                                                                                                                                                                                                                                                                                                                                                                 |        |



| Action                 | Event                                                                                                                                                                                                                                                                                | Fields                                                                                                                                                                                                                                                     |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| E calls HP             | GC3 CallActiveEv<br>GC3 ConnCreatedEv E<br>GC3 CallCtlConnInitiatedEv E<br>GC3 ConnCreatedEv E<br>GC3 CallCtlConnInitiatedEv E<br>GC3 CallCtlConnEstablishedEv E<br>GC3 TermConnCreatedEv E<br>GC3 CallCtlTermConnTalkingEv TermE<br>GC3 CiscoHuntConnCreatedEv HP                   | Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT                                                                                                                                                                                     |
| Call gets offered on C | GC3 ConnCreatedEv C<br>GC3 CallCtlCallOfferedEv C<br><br>GC3 ConnAlertinEv C<br>GC3 CallCtlConnAleringEv C<br>GC3 TermConnCreatedEv Term C<br>Gc3 termConnRingingEv TermC<br>GC3 CallCtlTermConnRingingEv TermC<br><br>GC3 CallCtlConnDisconnectedEv HP<br>GC3 ConnCisconnectedEv HP | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.<br>REASON_DEQUEUEING_AGENTS_BUSY<br><br>Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT<br>Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.<br>REASON_DEQUEUEING_AGENTS_BUSY |



| Action    | Event                                                                | Fields                                                                                                                                                                                                                                                           |
|-----------|----------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| C answers | GC3 CallCtlConnEstablishedEv C<br>GC3 CallCtlTermConnTalkingEv termC | Call.getCalledAddress() = HP<br>Call.getCallingAddress() = E<br>Call.getCurrentCalledAddress() = C<br>Call.getCurrentCallingAddress() = E<br>Call.getModifiedCallingAddress() = E<br>Call.getModifiedCalledAddress() = C<br>Call.getLastRedirectedAddress() = HP |

### When Disconnect Is Selected for Queue Full

| Action             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info |
|--------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls HP         | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 CiscoHuntConnCreatedEv HP<br>GC1 CallCtlConnEstablishedEv A<br>GC1 TermConnCreatedEv A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 ConnConenctedEv HP<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 CallCtltermConnRingingEv termB<br>GC1 CallCtlConnEstablishedEv HP |           |
| B answers the call | GC1 CallCtlConnEstablishedEv B<br>GC1 CallCtlTermConnTalkingEv termB                                                                                                                                                                                                                                                                                                                                                                                 |           |



| Action     | Event                                                                                                                                                                                                                                                              | Call info                                                                            |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| E calls HP | GC3 CallActiveEv<br>GC3 ConnCreatedEv E<br>GC3 CallCtlConnInitiatedEv E<br>GC3 ConnCreatedEv E<br>GC3 CallCtlConnInitiatedEv E<br>GC3 CallCtlConnEstablishedEv E<br>GC3 TermConnCreatedEv E<br>GC3 CallCtlTermConnTalkingEv TermE<br>GC3 CiscoHuntConnCreatedEv HP | Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT               |
| Call fails | GC3 ConnFaileEv E<br>GC3 CallCtlConnFailedEv E<br><br>Ge3 ConnDisconnectedEv HP<br><br>Ge3 ConnDisconnectedEv E<br>Ge3 CallCtlConnDisconnectedEv E<br><br>Ge3 CallInvalidEv                                                                                        | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_NORMAL<br>Cause = UserBusy |

Same result as above is observed when "Disconnect" is selected for MaxQueueTime and Agents Not Logged in configs and those conditions get hit.

## No Agents Are Logged In

| Action             | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                                                                          |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A calls HP         | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 CiscoHuntConnCreatedEv HP<br>GC1 CallCtlConnEstablishedEv A<br>GC1 TermConnCreatedEv A<br>GC1 CallCtlTermConnTalkingEv TermA<br><br>GC3 ConnCreatedEv C<br>GC3 CallCtlCallOfferedEv C<br><br>GC3 ConnAlertinEv C<br>GC3 CallCtlConnAleringEv C<br>GC3 TermConnCreatedEv Term C<br>Gc3 termConnRingingEv TermC<br>GC3 CallCtlTermConnRingingEv TermC<br><br>GC3 CallCtlConnDisconnectedEv HP<br>GC3 ConnCisconnectedEv HP | Ev.getCiscoFeatureReason() = CiscoFeatureReason.<br>REASON_DEQUEUEING_AGENTS_UNAVAILABLE<br><br>Ev.getCiscoFeatureReason() = CiscoFeatureReason.<br>REASON_DEQUEUEING_AGENTS_UNAVAILABLE<br>Ev.getConnection().getAddress().getType() =<br>CiscoAddress.HUNT_PILOT |
| C answers the call | GC1 CallCtlConnEstablishedEv C<br>GC1 CallCtlTermConnTalkingEv termC                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                    |

## Caller Redirects While in Queue

A calls HP, call offered on B and B answers (GC1). D calls HP and gets queued (GC2).

| Action                    | Event                                                                                                                                                                                                                                                                                                                                                    | Call info                                                                                                                                                                                                                                                                                                             |
|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| D redirects the call to E | GC2 ConnCreatedEv E<br>GC2 CallCtlCallOfferedEv E<br>GC2 TermConnDroppedEv TermD<br>GC2 CallCtlTermConnDroppedEv termD<br>GC2 ConnDisconnectedEv D<br>GC2 CallCtlTermConnDisconnectedEv D<br><br>GC2 ConnAlertinEv E<br>GC2 CallCtlConnAlertingEv E<br>GC2 TermConnCreatedEv Term E<br>GC2 TermConnRingingEv TermE<br>GC2 CallCtlTermConnRingingEv TermE | Ev.getCiscoFeatureReason() = REASON_REDIRECT<br><br>Call.getCalledAddress() = E<br>Call.getCallingAddress() = HP<br>Call.getCurrentCalledAddress() = E<br>Call.getCurrentCallingAddress() = HP<br>Call.getModifiedCallingAddress() = HP<br>Call.getModifiedCalledAddress() = E<br>Call.getLastRedirectedAddress() = D |
| E answers                 | GC2 CallCtlConnEstablishedEv E<br>GC2 CallCtlTermConnTalkingEv termE                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                       |

| Action      | Event | Call info |
|-------------|-------|-----------|
| B drops GC1 |       |           |

| Action | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>GC1 TermConnDroppedEv TermA<br/>                     GC1 CallCtlTermConnDroppedEv termA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlTermConnDisconnectedEv A</p> <p>GC1 TermConnDroppedEv TermB<br/>                     GC1 CallCtlTermConnDroppedEv termB<br/>                     GC1 ConnDisconnectedEv B<br/>                     GC1 CallCtlTermConnDisconnectedEv B<br/>                     GC1 CallInvalidEv</p> <p>GC2 ConnCreatedEv B<br/>                     GC2 ConnInProgressEv B<br/>                     GC2 CallCtlConnOfferedEv B</p> <p>GC2 CiscoHuntConnCreatedEv HP</p> <p>GC2 ConnAlertinEv B<br/>                     GC2 CallCtlConnAleringEv B<br/>                     GC2 TermConnCreatedEv Term B<br/>                     Gc2 termConnRingingEv TermB<br/>                     GC2 CallCtlTermConnRingingEv TermB</p> <p>GC2 ConnConnectedEv HP<br/>                     GC2 CallCtlConnEstablishedEv HP</p> | <p>Ev.getCiscoFeatureReason() =<br/>                     CiscoFeatureReason.REASON_DEQUEUEING</p> <p>Ev.getConnection().getAddress().getType() =<br/>                     CiscoAddress.HUNT_PILOT</p> <p>Ev.getConnection().getAddress().getType() =<br/>                     CiscoAddress.HUNT_PILOT</p> <p>Call.getCalledAddress() = HP<br/>                     Call.getCallingAddress() = E<br/>                     Call.getCurrentCalledAddress() = HP<br/>                     Call.getCurrentCallingAddress() = E</p> |

| Action    | Event                                                                | Call info                                                                                                                                                                                       |
|-----------|----------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           |                                                                      | Call.getModifiedCallingAddress() = E<br>Call.getModifiedCalledAddress() = HP<br>Call.getLastRedirectedAddress() = HP                                                                            |
|           | GC2 ConnDisconnectedEv HP<br>GC2 CallCtlConnDisconnectedEv HP        | Ev.getCiscoFeatureReason() =<br>CiscoFeatureReason.REASON_DEQUEUEING<br><br>(AddressImpl)(ConnectionImpl)((ConnEvImpl)<br>Ev.getConnection()).getAddress().getType() =<br>CiscoAddress.INTERNAL |
| B answers | GC2 CallCtlConnEstablishedEv B<br>GC2 CallCtlTermConnTalkingEv termB |                                                                                                                                                                                                 |

### Caller (Observed) Conferences While in Queue

A calls HP, call offered on B and B answers (GC1). D calls HP and gets queued (GC2).



| Action                            | Event                                                                                                                                                                                                                                                                                                                                                                                         | Call info |
|-----------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| D initiates a consult call with E | GC2 callCtltermConnHeldEv termD<br><br>GC3 CallActiveEv<br>GC3 ConnCreatedEv D<br>GC3 CallCtlConnInitiatedEv D<br>GC3 CallCtlConnEstablishedEv D<br>GC3 TermConnCreatedEv D<br>GC3 CallCtlTermConnTalkingEv TermD<br>GC3 ConnCreatedEv E<br>GC3 ConnInProgressEv E<br>GC3 CallCtlConnOfferedEv E<br>GC3 ConnAlertingEv E<br>GC3 CallCtlConnAlertingEv E<br>GC3 CallCtltermConnRingingEv termE |           |
| E answers                         | GC2 CallCtlConnEstablishedEv E<br>GC2 CallCtlTermConnTalkingEv termE                                                                                                                                                                                                                                                                                                                          |           |

| Action                                                       | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                                                                                                                                                                                                                                                                                               |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>D conferences GC1 with Cg2</p> <p>GC1.conference(GC2)</p> | <p>GC2 CiscoConfereceStartedEv</p> <p>GC3 TermConnDroppedEv TermE</p> <p>GC3 CallCtlTermConnDroppedEv termE</p> <p>GC3 ConnDisconnectedEv E</p> <p>GC3 CallCtlTermConnDisconnectedEv E</p><br><p>GC3 TermConnDroppedEv TermD</p> <p>GC3 CallCtlTermConnDroppedEv termD</p> <p>GC3 ConnDisconnectedEv D</p> <p>GC3 CallCtlTermConnDisconnectedEv D</p> <p>GC3 CallInvalidEv</p><br><p>GC2 ConnDisconnectedEv HP</p> <p>GC2 CallCtlConnDisconnectedEv HP</p><br><p>GC2 ConnCreatedEv HP</p> <p>GC2 CallCtlConnEstablishedEv HP</p><br><p>GC2 CiscoConferenceEndEv</p> | <p>Ev.getCiscoFeatureReason() = REASON_CONFERENCE</p><br><p>Ev.getCiscoFeatureReason() = REASON_CONFERENCE</p><br><p>Ev.getCiscoFeatureReason() = REASON_CONFERENCE</p><br><p>Ev.getCiscoFeatureReason() = REASON_CONFERENCE</p><br><p>Ev.getConnection().getAddress().getType() = CiscoAddress.INTERNAL</p><br><p>Ev.getConnection().getAddress().getType() = CiscoAddress.UNKNOWN</p> |

| Action      | Event | Call info |
|-------------|-------|-----------|
| B drops GC1 |       |           |

| Action | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|--------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|        | <p>GC1 TermConnDroppedEv TermA<br/>                     GC1 CallCtlTermConnDroppedEv termA<br/>                     GC1 ConnDisconnectedEv A<br/>                     GC1 CallCtlConnDisconnectedEv A</p> <p>GC1 TermConnDroppedEv TermB<br/>                     GC1 CallCtlTermConnDroppedEv termB<br/>                     GC1 ConnDisconnectedEv B<br/>                     GC1 CallCtlConnDisconnectedEv B<br/>                     GC1 CallInvalidEv</p> <p>GC2 ConnDisconnectedEv HP<br/>                     GC2 CallCtlConnDisconnectedEvHP</p> <p>GC2 ConnCreatedEv B<br/>                     GC2 ConnInProgressEv B<br/>                     GC2 CallCtlConnOfferedEv B</p> <p>GC2 CiscoHuntConnCreatedEv HP</p> <p>GC2 ConnAlertingEv B<br/>                     GC2 CallCtlConnAlertingEv B<br/>                     GC2 CallCtltermConnRingingEv termB</p> | <p>Ev.getCiscoFeatureReason()= REASON_NORMAL<br/>                     Ev.getConnection().getAddress().getType() =<br/>                     CiscoAddress.UNKNOWN</p> <p>Ev.getCiscoFeatureReason() =<br/>                     REASON_DEQUEUEING</p> <p>Ev.getCiscoFeatureReason() =<br/>                     REASON_DEQUEUEING<br/>                     Ev.getConnection().getAddress().getType() =<br/>                     CiscoAddress.HUNT_PILOT</p> <p>Ev.getConnection().getAddress().getType() =</p> |

| Action    | Event                                                                                                                                                                                                            | Call info                                                                                                                                                                                                                                                                       |
|-----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|           | Gc2 ConnConenctedEv HP<br>GC2 CallCtlConnEstablished HP<br><br>GC2 ConnCreatedEv HP<br>Gc2 ConnAlertingEv HP<br>GC2 CallCtlConnAlertingEv HP<br><br>GC2 ConnDisconnectedEv HP<br>GC2 CallCtlConnDisconnectedEvHP | CiscoAddress.HUNT_PILOT<br><br>Ev.getCiscoFeatureReason() = REASON_CONFERENCE<br>Ev.getConnection().getAddress().getType() = CiscoAddress.INTERNAL<br><br>Ev.getCiscoFeatureReason() = REASON_CONFERENCE<br>Ev.getConnection().getAddress().getType() = CiscoAddress.HUNT_PILOT |
| B answers | Gc2 ConnConenctedEv HP<br>GC2 CallCtlConnEstablished HP<br><br>Gc2 ConnConenctedEv HP<br>GC2 CallCtlConnEstablished HP<br>GC2 TermConnActiveEv termB<br>GC2 CallCtlTermConnTalkingEv termB                       | Ev.getConnection().getAddress().getType() = CiscoAddress.INTERNAL                                                                                                                                                                                                               |

## Use Cases for NuRD (Number Matching for Remote Destination)

### Prerequisites

Pre-conditions to nurd use cases, unless specified otherwise:

- Provider is in IN\_SERVICE state
- All addresses and terminals are already in service.
- Enable "Route calls to all remote destinations" checkbox for CTIRD1 and CTIRD2.
- Clusterwide service parameter "Reroute Remote Destination Calls to Enterprise Number" is set to true.
- ICT Trunk configured with Route pattern is 408XXXXX with no discard digits.
- SIP Trunk configured with Route pattern is 409XXXXX with no discard digits.
- ICT Trunk configured with Route pattern is 33.XXXX with discard digits pre-dot.
- CTIRD1 associated to user "Mobility1", dn = 2303
  - Remote destination 1 (Name: "RDD1", Number: "40822077")

- Remote destination 2 (Name: "RDD2", Number: "40922078")
- CTIRD2 associated to user "Mobility2", dn = 9200
  - Remote destination 1 (Name: "RDD3", Number: "40812115")
  - Remote destination 2 (Name: "RDD4", Number: "40912116")
- CTIRD2 has a shared ip phone D
- RDP2 associated to user "Mobility2", dn = 9200 with display and Unicode name configured to be "RDP2".
  - Remote destination 1 (Name: "RDD3", Number: "40812115"). This is shared with CTIRD2.
  - Remote destination 2 (Name: "RDDP1", Number: "40922095")
- Device A (IP Phone - Name: "SEP2401C7824EA3", Line A1 (dn: 9000)).
- Device B (IP Phone - Name: "SEP2401C7824EAE", Line B1 (dn: 9001)).
- User1 has in its control list: Device A, B, CTIRD1 and CTIRD2. All devices and lines are observed.

## Basic Calls Initiated From Remote Destination

Table 282: Remote Destination Initiates Call with No Active RDD

| Action                                                                              | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call Info                                                                                                                                                             |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                  | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                       |
| RDD1 calls A1 in which active rd is not set.<br>Call is answered at A1 (dn = 9000). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnInProgressEv 9000<br>GC1: CallCtlConOfferedEv 9000<br>GC1: ConnCreatedEv 40822077<br>GC1: ConnConnectedEv 40822077<br>GC1: CallCtlConnEstablishedEv 40822077<br>GC1: ConnAlertingEv 9000<br>GC1: CallCtlConnAlertingEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnRingingEv SEP2401C7824EA3<br>GC1: CallCtlTermConnRingingEv SEP2401C7824EA3<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>*Direct call between RDD1 and A. | CallingAddress = 40822077,<br>CalledAddress = 9000,<br>CurrentCallingAddress = 40822077,<br>CurrentCalledAddress = 9000<br>CurrentCallingAddress.getType() = External |

**Table 283: Remote Destination Initiates Call with Active RDD**

| Action                                                                                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call Info                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                                                                             | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40822077", true) on CTIRD1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                |
| RDD1 calls A1 in which active rd is set. Call is answered at A1 (dn = 9000).                                                                                   | GC1: CallActiveEv<br>GC1: ConnCreatedEv 2303<br>GC1: CallCtlConnDialingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnActiveEv CTIRD1<br>GC1: CallCtlTermConnTalkingEv CTIRD1<br>GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>GC1: ConnCreatedEv 9000<br>GC1: ConnInProgressEv 9000<br>GC1: CallCtlConnOfferedEv 9000<br>GC1: ConnAlertingEv 9000<br>GC1: CallCtlConnAlertingEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnRingingEv SEP2401C7824EA3<br>GC1: CallCtlTermConnRingingEv SEP2401C7824EA3<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>*Call is routed through CTIRD1 so looks like CTIRD1 is initiating a call to A. | CallingAddress = 2303,<br>CalledAddress = 9000,<br>CurrentCallingAddress = 2303,<br>CurrentCalledAddress = 9000<br>CurrentCallingAddress.getType () = Internal |

**Table 284: Remote Destination Initiates Call with Active RDD with Only CTIRD Observed**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                                                             | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call Info                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 observes only CTIRD                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                  |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.<br>setActiveRemoteDestination ("40822077", true) on CTIRD1. | *If active remote destination is not set, then app will not see any call events as it would be direct call between RDD1 and A1.                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                  |
| RDD1 calls A1 in which active rd is set.<br>Call is answered at A1 (dn = 9000).                                                                                    | GC1: CallActiveEv<br>GC1: ConnCreatedEv 2303<br>GC1: CallCtlConnDialingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnActiveEv CTIRD1<br>GC1: CallCtlTermConnTalkingEv CTIRD1<br>GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>GC1: ConnCreatedEv 9000<br>GC1: ConnInProgressEv 9000<br>GC1: CallCtlConnOfferedEv 9000<br>GC1: ConnAlertingEv 9000<br>GC1: CallCtlConnAlertingEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br><br>*Call is routed through CTIRD1 so looks like CTIRD1 is initiating a call to A. | CallingAddress = 2303,<br>CalledAddress = 9000,<br>CurrentCallingAddress = 2303,<br>CurrentCalledAddress = 9000<br>CurrentCallingAddress.getType()<br>= Internal |

## Basic Calls to Remote Destination

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Info                                                                                                                                                            |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A1 calls RDD1 in which active rd is not set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "40822077"). Call is answered at RDD1 (dn = 40822077). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 40822077<br>GC1: ConnConnectedEv 40822077<br>GC1: CallCtlConnNetworkReachedEv 40822077<br>GC1: CallCtlConnNetworkAlertingEv 40822077<br>GC1: CallCtlConnEstablishedEv 40822077<br>*Direct call between A and RDD1. | CallingAddress = 9000,<br>CalledAddress = 40822077,<br>CurrentCallingAddress = 9000,<br>CurrentCalledAddress = 40822077<br>CurrentCalledAddress.getType() = External |

**Table 285: Call to Remote Destination with Active RDD**

| Action                                                                                                                                                        | Events          | Call Info |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                            | ProvInServiceEv |           |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination("40822077", true) on CTIRD1. |                 |           |

| Action                                                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                                                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A1 calls RDD1 in which active rd is set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "40822077"). Call is answered at RDD1 (dn = 40822077). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 2303<br>GC1: ConnInProgressEv 2303<br>GC1: CallCtlConnOfferedEv 2303<br>GC1: ConnAlertingEv 2303<br>GC1: CallCtlConnAlertingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnRingingEv CTIRD1<br>GC1: CallCtlTermConnRingingEv CTIRD1<br>GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>GC1: TermConnActiveEv CTIRD1<br>GC1: CallCtlTermConnTalkingEv CTIRD1<br>*Call is routed through and offered on CTIRD1 and extended to RDD1 with no delay. | CallingAddress = 9000,<br>CalledAddress = 40822077,<br>CurrentCallingAddress = 9000,<br>CurrentCalledAddress = 2303<br>CurrentCalledAddress.getType() = Internal |

Table 286: Call to Remote Destination with Active RDD with Only CTIRD Observed

| Action                                                                                                                                                        | Events                                                                                                                          | Call Info |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                            | ProvInServiceEv                                                                                                                 |           |
| User1 observes only CTIRD                                                                                                                                     |                                                                                                                                 |           |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination("40822077", true) on CTIRD1. | *If active remote destination is not set, then app will not see any call events as it would be direct call between A1 and RDD1. |           |

| Action                                                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call Info                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A1 calls RDD1 in which active rd is set. User1 invokes Call.connect("SEP2401C7824EA3", "9000", "40822077"). Call is answered at RDD1 (dn = 40822077). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 2303<br>GC1: ConnInProgressEv 2303<br>GC1: CallCtlConnOfferedEv 2303<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnAlertingEv 2303<br>GC1: CallCtlConnAlertingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnRingingEv CTIRD1<br>GC1: CallCtlTermConnRingingEv CTIRD1<br>GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>GC1: TermConnActiveEv CTIRD1<br>GC1: CallCtlTermConnTalkingEv CTIRD1<br>*Call is routed through and offered on CTIRD1 and extended to RDD1 with no delay. | CallingAddress = 9000,<br>CalledAddress = 2303,<br>CurrentCallingAddress = 9000,<br>CurrentCalledAddress = 2303<br>CurrentCalledAddress.getType() = Internal |

## CTIRD/RDP Interaction

**Table 287: Remote Destination Shared Between CTIRD and RDP Initiates Call with No Active RDD**

| Action                        | Events          | Call Info |
|-------------------------------|-----------------|-----------|
| User1 opens Provider and adds | ProvInServiceEv |           |

| Action                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call Info                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>RDD3 calls B1 in which active rd is not set.</p> <p>Call is answered at B1 (dn = 9001).</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv 9200</p> <p>GC1: ConnConnectedEv 9200</p> <p>GC1: CallCtlConnInitiatedEv 9200</p> <p>GC1: TermConnCreatedEv SEP2401C7824EA3</p> <p>GC1: TermConnPassiveEv SEP2401C7824EA3</p> <p>GC1: CallCtlTermConnInUseEv SEP2401C7824EA3</p> <p>GC1: CallCtlConnEstablishedEv 9200</p> <p>GC1: ConnCreatedEv 9001</p> <p>GC1: ConnInProgressEv 9001</p> <p>GC1: CallCtlConnOfferedEv 9001</p> <p>GC1: ConnAlertingEv 9001</p> <p>GC1: CallCtlConnAlertingEv 9001</p> <p>GC1: TermConnCreatedEv SEP2401C7824EAE</p> <p>GC1: TermConnRingingEv SEP2401C7824EAE</p> <p>GC1: CallCtlTermConnRingingEv SEP2401C7824EAE</p> <p>GC1: ConnConnectedEv 9001</p> <p>GC1: CallCtlConnEstablishedEv 9001</p> <p>GC1: TermConnActiveEv SEP2401C7824EAE</p> <p>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE</p> <p>*Call is routed through the RDP.</p> | <p>CallingAddress = 9200,</p> <p>CalledAddress = 9001,</p> <p>CurrentCallingAddress = 9200,</p> <p>CurrentCalledAddress = 9001</p> <p>CurrentCallingPartyDisplayName = RDP2</p> |

Table 288: Remote Destination Shared Between CTIRD and RDP Initiates Call with Active RDD

| Action                                                                                                                                                        | Events          | Call Info |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                            | ProvInServiceEv |           |
| Set active remote destination of CTIRD2 to be RDD3 (dn = 40812115). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination("40812115", true) on CTIRD2. |                 |           |

| Action                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call Info                                                                                                                                           |
|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| RDD3 calls B1 in which active rd is set.<br>Call is answered at B1 (dn = 9001). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9200<br>GC1: CallCtlConnDialingEv 9200<br>GC1: TermConnCreatedEv CTIRD2<br>GC1: TermConnActiveEv CTIRD2<br>GC1: CallCtlTermConnTalkingEv CTIRD2<br>GC1: ConnConnectedEv 9200<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnPassiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnBridgedEv SEP2401C7824EA3<br>GC1: CallCtlConnEstablishedEv 9200<br>GC1: ConnCreatedEv 9001<br>GC1: ConnInProgressEv 9001<br>GC1: CallCtlConnOfferedEv 9001<br>GC1: ConnAlertingEv 9001<br>GC1: CallCtlConnAlertingEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnRinginEv SEP2401C7824EAE<br>GC1: CallCtlTermConnRinginEv SEP2401C7824EAE<br>GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>*Call is routed through CTIRD2 so looks like CTIRD2 is initiating a call to B. | CallingAddress = 9200,<br>CalledAddress = 9001,<br>CurrentCallingAddress = 9200,<br>CurrentCalledAddress = 9001<br>CurrentCallingPartyDisplayName = |

Table 289: Remote Destination Unique to CTIRD2 Initiates Call with No Active RDD

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                                                                                          |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>RDD4 calls B1 in which active rd is not set.</p> <p>Call is answered at B1 (dn = 9001).</p> | <p>GC1: CallActiveEv</p> <p>GC1: ConnCreatedEv 9001</p> <p>GC1: ConnInProgressEv 9001</p> <p>GC1: CallCtlConnOfferedEv 9001</p> <p>GC1: ConnCreatedEv 40912116</p> <p>GC1: ConConnectedEv 40912116</p> <p>GC1: CallCtlConnEstablishedEv 40912116</p> <p>GC1: ConnAlertingEv 9001</p> <p>GC1: CallCtlConnAlertingEv 9001</p> <p>GC1: TermConnCreatedEv SEP2401C7824EAE</p> <p>GC1: TemConnRingingEv SEP2401C7824EAE</p> <p>GC1: CallCtlTermConnRingingEv SEP2401C7824EAE</p> <p>GC1: ConnConnectedEv 9001</p> <p>GC1: CallCtlTermConnEstablishedEv 9001</p> <p>GC1: TermConnActiveEv SEP2401C7824EAE</p> <p>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE</p> <p>*Direct call between RDD4 and B1.</p> | <p>CallingAddress = 40912116,</p> <p>CalledAddress = 9001,</p> <p>CurrentCallingAddress = 40912116,</p> <p>CurrentCalledAddress = 9001</p> <p>CurrentCallingPartyDisplayName =</p> |

Table 290: Remote Destination Unique to CTIRD2 Initiates Call with Active RDD

| Action                                                                                                                                                               | Events                 | Call Info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------|
| <p>User1 opens Provider and adds a provider observer.</p>                                                                                                            | <p>ProvInServiceEv</p> |           |
| <p>Set active remote destination of CTIRD2 to be RDD4 (dn = 40912116). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination("40912116", true) on CTIRD2.</p> |                        |           |

| Action                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Call Info                                                                                                                                           |
|---------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| RDD4 calls B1 in which active rd is set.<br>Call is answered at B1 (dn = 9001). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9200<br>GC1: CallCtlConnDialingEv 9200<br>GC1: TermConnCreatedEv CTIRD2<br>GC1: TermConnActiveEv CTIRD2<br>GC1: CallCtlTermConnTalkingEv CTIRD2<br>GC1: ConnConnectedEv 9200<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnPassiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnBridgedEv SEP2401C7824EA3<br>GC1: CallCtlConnEstablishedEv 9200<br>GC1: ConnCreatedEv 9001<br>GC1: ConnInProgressEv 9001<br>GC1: CallCtlConnOfferedEv 9001<br>GC1: ConnAlertingEv 9001<br>GC1: CallCtlConnAlertingEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnRinginEv SEP2401C7824EAE<br>GC1: CallCtlTermConnRinginEv SEP2401C7824EAE<br>GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>*Call is routed through CTIRD2 so looks like CTIRD2 is initiating a call to B. | CallingAddress = 9200,<br>CalledAddress = 9001,<br>CurrentCallingAddress = 9200,<br>CurrentCalledAddress = 9001<br>CurrentCallingPartyDisplayName = |

**Table 291: Remote Destination Unique to RDP Initiates Call with No Active RDD**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call Info                                                                                                                                                |
|--------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| RDDP1 calls B1.<br>Call is answered at B1 (dn = 9001). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9200<br>GC1: ConnConnectedEv 9200<br>GC1: CallCtlConnInitiatedEv 9200<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnPassiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnInUseEv SEP2401C7824EA3<br>GC1: CallCtlConnEstablishedEv 9200<br>GC1: ConnCreatedEv 9001<br>GC1: ConnInProgressEv 9001<br>GC1: CallCtlConnOfferedEv 9001<br>GC1: ConnAlertingEv 9001<br>GC1: CallCtlConnAlertingEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnRingingEv SEP2401C7824EAE<br>GC1: CallCtlTermConnRingingEv SEP2401C7824EAE<br>GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br><br>*Call is routed through the RDP. | CallingAddress = 9200,<br>CalledAddress = 9001,<br>CurrentCallingAddress = 9200,<br>CurrentCalledAddress = 9001<br>CurrentCallingPartyDisplayName = RDP2 |

Table 292: Call to Remote Destination Shared with RDP with No Active RDD

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call Info                                                                                                                                                   |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B1 calls RDD3 in which active rd is not set. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40812115"). Call is offered to RDD3 after delay and then answered at RDD3 (dn = 40812115). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9001<br>GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnInitatedEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>GC1: CallCtlConnDialingEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: ConnCreatedEv 9200<br>GC1: ConnInProgressEv 9200<br>GC1: CallCtlConnOfferedEv 9200<br>GC1: ConnConnectedEv 9200<br>GC1: CallCtlConnEstablishedEv 9200<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnPassiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnInUseEv SEP2401C7824EA3<br>*Call is routed through RDP. | CallingAddress = 9001,<br>CalledAddress = 40812115,<br>CurrentCallingAddress = 9001,<br>CurrentCalledAddress = 9200<br>CurrentCalledPartyDisplayName = RDP2 |

**Table 293: Call to Remote Destination Shared with RDP with Active RDD**

| Action                                                                                                                                                         | Events          | Call Info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                             | ProvInServiceEv |           |
| Set active remote destination of CTIRD2 to be RDD3 (dn = 40812115). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40812115", true) on CTIRD2. |                 |           |

| Action                                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call Info                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| B1 calls RDD3 in which active rd is set. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40812115"). Call is answered at RDD3 (dn = 40812115). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9001<br>GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnInitatedEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>GC1: CallCtlConnDialingEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: ConnCreatedEv 9200<br>GC1: ConnInProgressEv 9200<br>GC1: CallCtlConnOfferedEv 9200<br>GC1: ConnAlertingEv 9200<br>GC1: CallCtlConnAlertingEv 9200<br>GC1: TermConnCreatedEv CTIRD2<br>GC1: TermConnRingingEv CTIRD2<br>GC1: CallCtlTermConnRingingEv CTIRD2<br>GC1: ConnConnectedEv 9200<br>GC1: CallCtlConnEstablishedEv 9200<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnPassiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnBridgedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv CTIRD2<br>GC1: CallCtlTermConnTalkingEv CTIRD2<br>*Call is routed through and offered on CTIRD2 and extended to RDD3 with no delay. | CallingAddress = 9001,<br>CalledAddress = 40812115,<br>CurrentCallingAddress = 9001,<br>CurrentCalledAddress = 9200<br>CurrentCalledPartyDisplayName = |

Table 294: Call to Remote Destination Unique to RDP with No Active RDD

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call Info                                                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B1 calls RDDP1. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40922095"). Call is offered to RDDP1 after delay and then answered at RDDP1 (dn = 40922095).</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv 9001<br/>                     GC1: ConnConnectedEv 9001<br/>                     GC1: CallCtlConnInitatedEv 9001<br/>                     GC1: TermConnCreatedEv SEP2401C7824EAE<br/>                     GC1: TermConnActiveEv SEP2401C7824EAE<br/>                     GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br/>                     GC1: CallCtlConnDialingEv 9001<br/>                     GC1: CallCtlConnEstablishedEv 9001<br/>                     GC1: ConnCreatedEv 9200<br/>                     GC1: ConnInProgressEv 9200<br/>                     GC1: CallCtlConnOfferedEv 9200<br/>                     GC1: ConnConnectedEv 9200<br/>                     GC1: CallCtlConnEstablishedEv 9200<br/>                     GC1: TermConnCreatedEv SEP2401C7824EA3<br/>                     GC1: TermConnPassiveEv SEP2401C7824EA3<br/>                     GC1: CallCtlTermConnInUseEv SEP2401C7824EA3<br/>                     *Call is routed through RDP.</p> | <p>CallingAddress = 9001,<br/>                     CalledAddress = 40922095,<br/>                     CurrentCallingAddress = 9001,<br/>                     CurrentCalledAddress = 9200<br/>                     CurrentCalledPartyDisplayName = RDP2</p> |

**Table 295: Call to Remote Destination Unique to CTIRD with No Active RDD**

| Action                                                    | Events                 | Call Info |
|-----------------------------------------------------------|------------------------|-----------|
| <p>User1 opens Provider and adds a provider observer.</p> | <p>ProvInServiceEv</p> |           |

| Action                                                                                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Info                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B1 calls RDD4 in which active rd is not set. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40912116"). Call is answered at RDD4 (dn = 40912116). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9001<br>GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnInitatedEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>GC1: CallCtlConnDialingEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: ConnCreatedEv 40912116<br>GC1: ConnConnectedEv 40912116<br>GC1: CallCtlConnNetworkReachedEv 40912116<br>GC1: CallCtlConnNetworkAlertingEv 40912116<br>GC1: CallCtlConnEstablishedEv 40912116<br>*Direct call between B1 and RDD4. | CallingAddress = 9001,<br>CalledAddress = 40912116,<br>CurrentCallingAddress = 9001,<br>CurrentCalledAddress = 40912116<br>CurrentCalledPartyDisplayName = |

Table 296: Call to Remote Destination Unique to CTIRD with Active RDD

| Action                                                                                                                                                         | Events          | Call Info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                             | ProvInServiceEv |           |
| Set active remote destination of CTIRD2 to be RDD4 (dn = 40912116). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40912116", true) on CTIRD2. |                 |           |

| Action                                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Call Info                                                                                                                                              |
|--------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| B1 calls RDD4 in which active rd is set. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40912116"). Call is answered at RDD4 (dn = 40912116). | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9001<br>GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnInitatedEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>GC1: CallCtlConnDialingEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: ConnCreatedEv 9200<br>GC1: ConnInProgressEv 9200<br>GC1: CallCtlConnOfferedEv 9200<br>GC1: ConnAlertingEv 9200<br>GC1: CallCtlConnAlertingEv 9200<br>GC1: TermConnCreatedEv CTIRD2<br>GC1: TermConnRingringEv CTIRD2<br>GC1: CallCtlTermConnRingringEv CTIRD2<br>GC1: ConnConnectedEv 9200<br>GC1: CallCtlConnEstablishedEv 9200<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnPassiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnBridgedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv CTIRD2<br>GC1: CallCtlTermConnTalkingEv CTIRD2<br>*Call is routed through and offered on CTIRD2 and extended to RDD4 with no delay. | CallingAddress = 9001,<br>CalledAddress = 40912116,<br>CurrentCallingAddress = 9001,<br>CurrentCalledAddress = 9200<br>CurrentCalledPartyDisplayName = |

## Multiple Calls

Table 297: Make Multiple Calls From Remote Destination with Active RDD

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call Info                                                                                                                 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <p>Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.<br/>setActiveRemoteDestination ("40822077", true) on CTIRD1.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                           |
| <p>RDD1 calls A1.<br/>Call is answered at A1.</p>                                                                                                                          | <p>GC1: CallActiveEv<br/>GC1: ConnCreatedEv 2303<br/>GC1: CallCtlConnDialingEv 2303<br/>GC1: TermConnCreatedEv CTIRD1<br/>GC1: TermConnActiveEv CTIRD1<br/>GC1: CallCtlTermConnTalkingEv CTIRD1<br/>GC1: ConnConnectedEv 2303<br/>GC1: CallCtlConnEstablishedEv 2303<br/>GC1: ConnCreatedEv 9000<br/>GC1: ConnInProgressEv 9000<br/>GC1: CallCtlConnOfferedEv 9000<br/>GC1: ConnAlertingEv 9000<br/>GC1: CallCtlConnAlertingEv 9000<br/>GC1: TermConnCreatedEv SEP2401C7824EA3<br/>GC1: TermConnRingingEv SEP2401C7824EA3<br/>GC1: CallCtlTermConnRingingEv SEP2401C7824EA3<br/>GC1: ConnConnectedEv 9000<br/>GC1: CallCtlConnEstablishedEv 9000<br/>GC1: TermConnActiveEv SEP2401C7824EA3<br/>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br/>*Call is routed through CTIRD1.</p> | <p>CallingAddress = 2303,<br/>CalledAddress = 9000,<br/>CurrentCallingAddress = 2303,<br/>CurrentCalledAddress = 9000</p> |

| Action                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call Info                                                                                                               |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| RDD1 calls B1.<br>Call is answered at B1. | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9001<br>GC2: ConnInProgressEv 9001<br>GC2: CallCtlConnOfferedEv 9001<br>GC2: ConnCreatedEv 40822077<br>GC2: ConnConnectedEv 40822077<br>GC2: CallCtlConnEstablishedEv 40822077<br>GC2: ConnAlertingEv 9001<br>GC2: CallCtlConnAlertingEv 9001<br>GC2: TermConnCreatedEv SEP2401C7824EA3<br>GC2: TermConnRinginEv SEP2401C7824EA3<br>GC2: CallCtlTermConnRinginEv SEP2401C7824EA3<br>GC2: ConnConnectedEv 9001<br>GC2: CallCtlConnEstablishedEv 9001<br>GC2: TermConnActiveEv SEP2401C7824EAE<br>GC2: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>*Direct call between RDD1 and B1. | CallingAddress = 40822077,<br>CalledAddress = 9001,<br>CurrentCallingAddress = 40822077,<br>CurrentCalledAddress = 9001 |

**Table 298: Make Multiple Calls To Remote Destination with Active RDD**

| Action                                                                                                                                                         | Events          | Call Info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                             | ProvInServiceEv |           |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40822077", true) on CTIRD1. |                 |           |

| Action                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Call Info                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EA3", "9000", "40822077").</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv 9000<br/>                     GC1: ConnConnectedEv 9000<br/>                     GC1: CallCtlConnInitatedEv 9000<br/>                     GC1: TermConnCreatedEv SEP2401C7824EA3<br/>                     GC1: TermConnActiveEv SEP2401C7824EA3<br/>                     GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br/>                     GC1: CallCtlConnDialingEv 9000<br/>                     GC1: CallCtlConnEstablishedEv 9000<br/>                     GC1: ConnCreatedEv 2303<br/>                     GC1: ConnInProgressEv 2303<br/>                     GC1: CallCtlConnOfferedEv 2303<br/>                     GC1: ConnAlertingEv 2303<br/>                     GC1: CallCtlConnAlertingEv 2303<br/>                     GC1: TermConnCreatedEv CTIRD1<br/>                     GC1: TermConnRinginEv CTIRD1<br/>                     GC1: CallCtlTermConnRinginEv CTIRD1<br/>                     GC1: ConnConnectedEv 2303<br/>                     GC1: CallCtlConnEstablishedEv 2303<br/>                     GC1: TermConnActiveEv CTIRD1<br/>                     GC1: CallCtlTermConnTalkingEv CTIRD1<br/>                     *Call is routed through CTIRD1.</p> | <p>CallingAddress = 9000,<br/>                     CalledAddress = 40822077,<br/>                     CurrentCallingAddress = 9000,<br/>                     CurrentCalledAddress = 2303</p> |



| Action                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Info                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40822077"). Call is offered on CTIRD1 and then answered.</p> | <p>GC2: CallActiveEv<br/>                     GC2: ConnCreatedEv 9001<br/>                     GC2: ConnConnectedEv 9001<br/>                     GC2: CallCtlConnInitiatedEv 9001<br/>                     GC2: TermConnCreatedEv SEP2401C7824EAE<br/>                     GC2: TermConnActiveEv SEP2401C7824EAE<br/>                     GC2: CallCtlTermConnTalkingEv SEP2401C7824EAE<br/>                     GC2: CallCtlConnDialingEv 9001<br/>                     GC2: CallCtlConnEstablishedEv 9001<br/>                     GC2: ConnCreatedEv 2303<br/>                     GC2: ConnInProgressEv 2303<br/>                     GC2: CallCtlConnOfferedEv 2303<br/>                     GC2: ConnAlertingEv 2303<br/>                     GC2: CallCtlConnAlertingEv 2303<br/>                     GC2: TermConnCreatedEv CTIRD1<br/>                     GC2: TermConnRingingEv CTIRD1<br/>                     GC2: CallCtlTermConnRingingEv CTIRD1<br/>                     GC1: CallCtlTermConnHeldEv CTIRD1<br/>                     GC2: ConnConnectedEv 2303<br/>                     GC2: CallCtlConnEstablishedEv 2303<br/>                     GC2: TermConnActiveEv CTIRD1<br/>                     GC2: CallCtlTermConnTalkingEv CTIRD1</p> | <p>CallingAddress = 9001,<br/>                     CalledAddress = 40822077,<br/>                     CurrentCallingAddress = 9001,<br/>                     CurrentCalledAddress = 2303</p> |

**Table 299: Remote Destination First Makes a Call and Then Receives a Call with Active RDD**

| Action                                                                                                                                                                | Events                 | Call Info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------|
| <p>User1 opens Provider and adds a provider observer.</p>                                                                                                             | <p>ProvInServiceEv</p> |           |
| <p>Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40822077", true) on CTIRD1.</p> |                        |           |

| Action                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Info                                                                                                                 |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|
| <p>RDD1 calls A1.<br/>Call is answered at A1.</p> | <p>GC1: CallActiveEv<br/>GC1: ConnCreatedEv 2303<br/>GC1: CallCtlConnDialingEv 2303<br/>GC1: TermConnCreatedEv CTIRD1<br/>GC1: TermConnActiveEv CTIRD1<br/>GC1: CallCtlTermConnTalkingEv CTIRD1<br/>GC1: ConnConnectedEv 2303<br/>GC1: CallCtlConnEstablishedEv 2303<br/>GC1: ConnCreatedEv 9000<br/>GC1: ConnInProgressEv 9000<br/>GC1: CallCtlConnOfferedEv 9000<br/>GC1: ConnAlertingEv 9000<br/>GC1: CallCtlConnAlertingEv 9000<br/>GC1: TermConnCreatedEv SEP2401C7824EA3<br/>GC1: TermConnRinginEv SEP2401C7824EA3<br/>GC1: CallCtlTermConnRinginEv SEP2401C7824EA3<br/>GC1: ConnConnectedEv 9000<br/>GC1: CallCtlConnEstablishedEv 9000<br/>GC1: TermConnActiveEv SEP2401C7824EA3<br/>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br/>*Call is routed through CTIRD1.</p> | <p>CallingAddress = 2303,<br/>CalledAddress = 9000,<br/>CurrentCallingAddress = 2303,<br/>CurrentCalledAddress = 9000</p> |

| Action                                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Info                                                                                                                                                                                    |
|----------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40822077"). Call is offered on CTIRD1 and then answered.</p> | <p>GC2: CallActiveEv<br/>                     GC2: ConnCreatedEv 9001<br/>                     GC2: ConnConnectedEv 9001<br/>                     GC2: CallCtlConnInitiatedEv 9001<br/>                     GC2: TermConnCreatedEv SEP2401C7824EAE<br/>                     GC2: TermConnActiveEv SEP2401C7824EAE<br/>                     GC2: CallCtlTermConnTalkingEv SEP2401C7824EAE<br/>                     GC2: CallCtlConnDialingEv 9001<br/>                     GC2: CallCtlConnEstablishedEv 9001<br/>                     GC2: ConnCreatedEv 2303<br/>                     GC2: ConnInProgressEv 2303<br/>                     GC2: CallCtlConnOfferedEv 2303<br/>                     GC2: ConnAlertingEv 2303<br/>                     GC2: CallCtlConnAlertingEv 2303<br/>                     GC2: TermConnCreatedEv CTIRD1<br/>                     GC2: TermConnRingingEv CTIRD1<br/>                     GC2: CallCtlTermConnRingingEv CTIRD1<br/>                     GC1: CallCtlTermConnHeldEv CTIRD1<br/>                     GC2: ConnConnectedEv 2303<br/>                     GC2: CallCtlConnEstablishedEv 2303<br/>                     GC2: TermConnActiveEv CTIRD1<br/>                     GC2: CallCtlTermConnTalkingEv CTIRD1</p> | <p>CallingAddress = 9001,<br/>                     CalledAddress = 40822077,<br/>                     CurrentCallingAddress = 9001,<br/>                     CurrentCalledAddress = 2303</p> |

**Table 300: Remote Destination First Receives a Call and Then Makes a Call with Active RDD**

| Action                                                                                                                                                                | Events                 | Call Info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------|-----------|
| <p>User1 opens Provider and adds a provider observer.</p>                                                                                                             | <p>ProvInServiceEv</p> |           |
| <p>Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40822077", true) on CTIRD1.</p> |                        |           |

| Action                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EA3", "9000", "40822077").</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv 9000<br/>                     GC1: ConnConnectedEv 9000<br/>                     GC1: CallCtlConnInitatedEv 9000<br/>                     GC1: TermConnCreatedEv SEP2401C7824EA3<br/>                     GC1: TermConnActiveEv SEP2401C7824EA3<br/>                     GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br/>                     GC1: CallCtlConnDialingEv 9000<br/>                     GC1: CallCtlConnEstablishedEv 9000<br/>                     GC1: ConnCreatedEv 2303<br/>                     GC1: ConnInProgressEv 2303<br/>                     GC1: CallCtlConnOfferedEv 2303<br/>                     GC1: ConnAlertingEv 2303<br/>                     GC1: CallCtlConnAlertingEv 2303<br/>                     GC1: TermConnCreatedEv CTIRD1<br/>                     GC1: TermConnRingingEv CTIRD1<br/>                     GC1: CallCtlTermConnRingingEv CTIRD1<br/>                     GC1: ConnConnectedEv 2303<br/>                     GC1: CallCtlConnEstablishedEv 2303<br/>                     GC1: TermConnActiveEv CTIRD1<br/>                     GC1: CallCtlTermConnTalkingEv CTIRD1<br/>                     *Call is routed through CTIRD1.</p> | <p>CallingAddress = 9000,<br/>                     CalledAddress = 40822077,<br/>                     CurrentCallingAddress = 9000,<br/>                     CurrentCalledAddress = 2303</p> |

| Action                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call Info                                                                                                               |
|-------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| RDD1 calls B1.<br>Call is answered at B1. | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9001<br>GC2: ConnInProgressEv 9001<br>GC2: CallCtlConnOfferedEv 9001<br>GC2: ConnCreatedEv 40822077<br>GC2: ConnConnectedEv 40822077<br>GC2: CallCtlConnEstablishedEv 40822077<br>GC2: ConnAlertingEv 9001<br>GC2: CallCtlConnAlertingEv 9001<br>GC2: TermConnCreatedEv SEP2401C7824EA3<br>GC2: TermConnRinginEv SEP2401C7824EA3<br>GC2: CallCtlTermConnRinginEv SEP2401C7824EA3<br>GC2: ConnConnectedEv 9001<br>GC2: CallCtlConnEstablishedEv 9001<br>GC2: TermConnActiveEv SEP2401C7824EAE<br>GC2: CallCtlTermConnTalkingEv SEP2401C7824EAE<br>*Direct call between RDD1 and B1. | CallingAddress = 40822077,<br>CalledAddress = 9001,<br>CurrentCallingAddress = 40822077,<br>CurrentCalledAddress = 9001 |

**Table 301: Persistent Call Exists and Remote Destination Initiates Call**

| Action                                                                                                                                                         | Events          | Call Info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                             | ProvInServiceEv |           |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40822077", true) on CTIRD1. |                 |           |
| Create persistent call on CTIRD1.                                                                                                                              |                 |           |

| Action                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call Info                                                                                                               |
|----------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| RDD1 calls A1.<br>Call is answered at A1.                      | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnInProgressEv 9000<br>GC1: CallCtlConnOfferedEv 9000<br>GC1: ConnCreatedEv 40822077<br>GC1: ConnConnectedEv 40822077<br>GC1: CallCtlConnEstablishedEv 40822077<br>GC1: ConnAlertingEv 9000<br>GC1: CallCtlConnAlertingEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnRinginEv SEP2401C7824EA3<br>GC1: CallCtlTermConnRinginEv SEP2401C7824EA3<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>*Direct call between RDD1 and A1 | CallingAddress = 40822077,<br>CalledAddress = 9000,<br>CurrentCallingAddress = 40822077,<br>CurrentCalledAddress = 9000 |
| Disconnect the persistent call. Call disconnects successfully. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                         |
| A drops the call. Call disconnects successfully.               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                         |

Table 302: Persistent Call Exists and Make Call to Remote Destination

| Action                                                                                                                                                         | Events          | Call Info |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                                                                                                             | ProvInServiceEv |           |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("40822077", true) on CTIRD1. |                 |           |
| Create persistent call on CTIRD1.                                                                                                                              |                 |           |

| Action                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call Info                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EA3", "9000", "40822077").</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv 9000<br/>                     GC1: ConnConnectedEv 9000<br/>                     GC1: CallCtlConnInitatedEv 9000<br/>                     GC1: TermConnCreatedEv SEP2401C7824EA3<br/>                     GC1: TermConnActiveEv SEP2401C7824EA3<br/>                     GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br/>                     GC1: CallCtlConnDialingEv 9000<br/>                     GC1: CallCtlConnEstablishedEv 9000<br/>                     GC1: ConnCreatedEv 2303<br/>                     GC1: ConnInProgressEv 2303<br/>                     GC1: CallCtlConnOfferedEv 2303<br/>                     GC1: ConnAlertingEv 2303<br/>                     GC1: CallCtlConnAlertingEv 2303<br/>                     GC1: TermConnCreatedEv CTIRD1<br/>                     GC1: TermConnRinginEv CTIRD1<br/>                     GC1: CallCtlTermConnRinginEv CTIRD1<br/>                     GC1: ConnConnectedEv 2303<br/>                     GC1: CallCtlConnEstablishedEv 2303<br/>                     GC1: TermConnActiveEv CTIRD1<br/>                     GC1: CallCtlTermConnTalkingEv CTIRD1<br/>                     *Call is offered on CTIRD1.</p> | <p>CallingAddress = 9000,<br/>                     CalledAddress = 40822077,<br/>                     CurrentCallingAddress = 9000,<br/>                     CurrentCalledAddress = 2303</p>        |
| <p>Disconnect the persistent call. Disconnect throws exception.</p>                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <p>Let "ex" be an instance of PlatformException:<br/>                     ((CiscoJtapiException) ex).getErrorCode () = CiscoJtapiException.CTIERR_DISCONNECT_PERSISTENT_CALL_FAILED_CALL_ACTIVE</p> |
| <p>A drops the call. Call disconnects successfully.</p>                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     |
| <p>Disconnect the persistent call. Call disconnects successfully.</p>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                                                                                     |

**Table 303: Call to Remote Destination with Active RDD and Call Forward All Configured on CTIRD with Only CTIRD Observed**

| Action                                                                                                                                                             | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call Info                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| Configure CallForwardAll on CTIRD1 to 2302.                                                                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                 |
| User1 opens Provider and adds a provider observer.                                                                                                                 | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                 |
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.<br>setActiveRemoteDestination ("40822077", true) on CTIRD1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                 |
| A1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EA3", "9000", "40822077").                                                                                 | GC1: CallActiveEv<br>GC1: ConnCreatedEv 2303<br>GC1: ConnInProgressEv 2303<br>GC1: CallCtlConnOfferedEv 2303<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnAlertingEv 2303<br>GC1: CallCtlConnAlertingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnRingingEv CTIRD1<br>GC1: CallCtlTermConnRingingEv CTIRD1<br>GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>GC1: TermConnActiveEv CTIRD1<br>GC1: CallCtlTermConnTalkingEv CTIRD1<br><br>*Nurd features disables CFA. | CallingAddress = 9000,<br>CalledAddress = 2303,<br>CurrentCallingAddress = 9000,<br>CurrentCalledAddress = 2303 |

**Table 304: Max Calls Limit Reached Where CTIRD Has 2 Calls to the Remote Destination and CTIRD Still Tries to Make a Call**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| Set Max Calls = 2 and Busy Trigger = 2             |                 |           |
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                                                             | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                           |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| Set active remote destination of CTIRD1 to be RDD1 (dn = 40822077). User1 invokes CiscoRemoteTerminal.<br>setActiveRemoteDestination ("40822077", true) on CTIRD1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                     |
| A1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EA3", "9000", "40822077").                                                                                 | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 2303<br>GC1: ConnInProgressEv 2303<br>GC1: CallCtlConnOfferedEv 2303<br>GC1: ConnAlertingEv 2303<br>GC1: CallCtlConnAlertingEv 2303<br>GC1: TermConnCreatedEv CTIRD1<br>GC1: TermConnRingngEv CTIRD1<br>GC1: CallCtlTermConnRingngEv CTIRD1<br>GC1: ConnConnectedEv 2303<br>GC1: CallCtlConnEstablishedEv 2303<br>GC1: TermConnActiveEv CTIRD1<br>GC1: CallCtlTermConnTalkingEv CTIRD1 | CallingAddress = 9000,<br>CalledAddress = 40822077,<br>CurrentCallingAddress = 9000,<br>CurrentCalledAddress = 2303 |

| Action                                                                                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                                                                          |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B1 calls RDD1. User1 invokes Call.connect ("SEP2401C7824EAE", "9001", "40822077").</p> <p>Call is offered on CTIRD1 and then answered.</p>                                         | <p>GC2: CallActiveEv<br/>           GC2: ConnCreatedEv 9001<br/>           GC2: ConnConnectedEv 9001<br/>           GC2: CallCtlConnInitiatedEv 9001<br/>           GC2: TermConnCreatedEv SEP2401C7824EAE<br/>           GC2: TermConnActiveEv SEP2401C7824EAE<br/>           GC2: CallCtlTermConnTalkingEv SEP2401C7824EAE<br/>           GC2: CallCtlConnDialingEv 9001<br/>           GC2: CallCtlConnEstablishedEv 9001<br/>           GC2: ConnCreatedEv 2303<br/>           GC2: ConnInProgressEv 2303<br/>           GC2: CallCtlConnOfferedEv 2303<br/>           GC2: ConnAlertingEv 2303<br/>           GC2: CallCtlConnAlertingEv 2303<br/>           GC2: TermConnCreatedEv CTIRD1<br/>           GC2: TermConnRinginEv CTIRD1<br/>           GC2: CallCtlTermConnRinginEv CTIRD1<br/>           GC1: CallCtlTermConnHeldEv CTIRD1<br/>           GC2: ConnConnectedEv 2303<br/>           GC2: CallCtlConnEstablishedEv 2303<br/>           GC2: TermConnActiveEv CTIRD1<br/>           GC2: CallCtlTermConnTalkingEv CTIRD1</p> | <p>CallingAddress = 9001,<br/>           CalledAddress = 40822077,<br/>           CurrentCallingAddress = 9001,<br/>           CurrentCalledAddress = 2303</p>     |
| <p>CTIRD makes outgoing call to 2302. User1 invokes Call.connect ("CTIRD1", "2303", "2302").</p> <p>Fail to make outgoing call since max calls limit reached so throws exception.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | <p>Let "ex" be an instance of PlatformException:<br/>           ( (CiscoJtapiException) ex).getErrorCode () = CiscoJtapiException.CTIERR_MAXCALL_LIMIT_REACHED</p> |
| <p>Revert back to orig values. Set Max Calls = 4 and Busy Trigger = 2</p>                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                    |

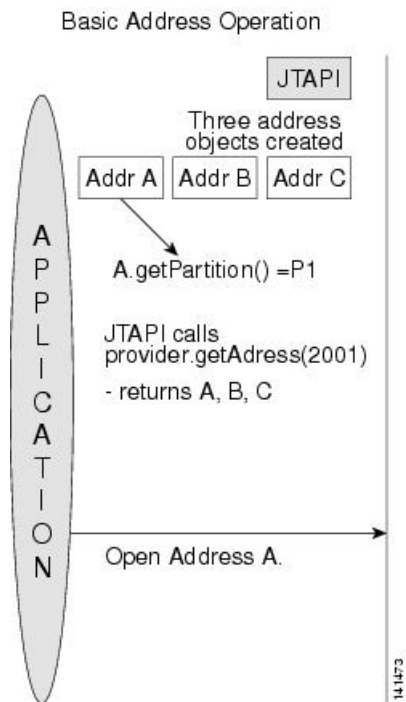
# Partition Support

Since the address hashing mechanism in JTAPI has changed, this feature is expected to have performance degradation in address lookup time and during load tests.

## Using getPartition() API

The example given below illustrates how getPartition(), will be used by JTAPI and applications, to differentiate between addresses having same DN but belonging to different partitions.

### Using getPartition() API



In this case, there are three addresses which belong to three different partitions: A(2001, P1), B(2001, P2) and C(2001, P3), where 2001 indicates DN and P1, P2, and P3 denote different partitions.

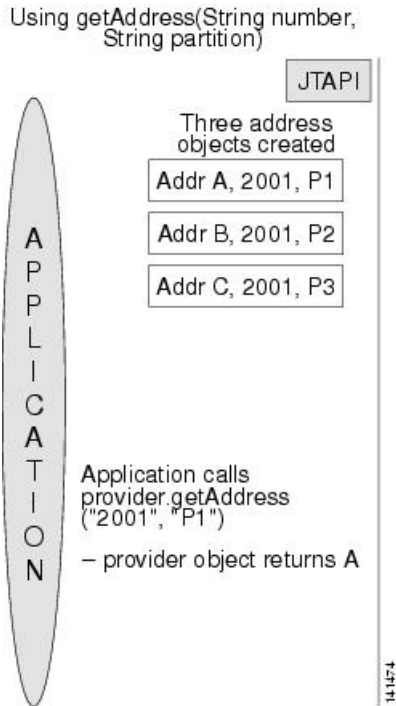
When JTAPI calls provider.getAddress(“2001”), the provider object will return an array of three address objects containing A, B and C, since all of them have the same DN.

The application and JTAPI will distinguish between the three addresses by using the getPartition() method of the address object.

## Using getAddress (String Number String Partition)

Consider the example shown below to see how JTAPI will use the getAddress (String number, String partition) API to retrieve the address object corresponding to a particular DN and partition when there are multiple addresses with same DN and different partitions.

**Using getAddress (String Number, String Partition)**



In this case, there are three addresses which belong to three different partitions. Let us denote them by A(2001, P1), B(2001, P2) and C(2001, P3), where 2001, indicates DN and P1, P2, P3 denote different partitions.

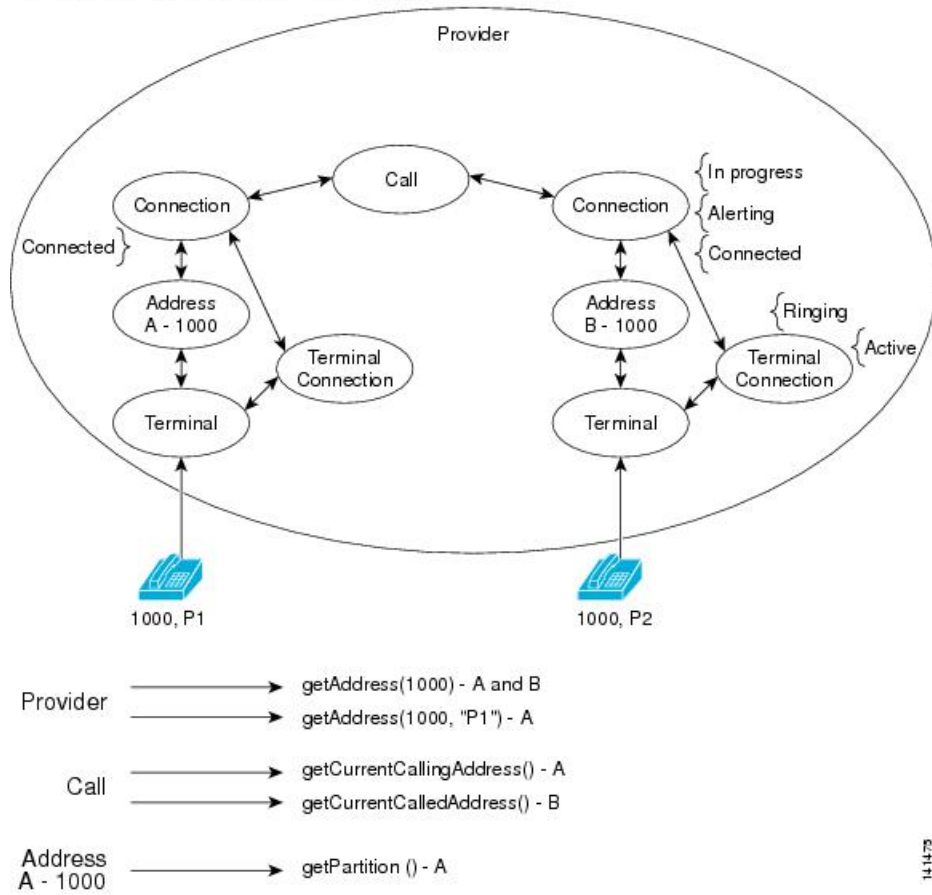
When JTAPI calls provider.getAddress(“2001”, “P1”), the provider object will return the address object which has the same DN i.e. 2001 and the same partition info, that is P1—as provided in the API. In this case, the address object A will be returned to the application.

**Simple Call Scenario**

Consider the following scenario where A calls B. A has DN 1000 and calls B which also has DN 1000. A belongs to partition P1 and B belongs to partition P2. The following diagram illustrates the various events and the results of API calls pertaining to this scenario, which are relevant to partition support feature.

**Figure 20: Simple Call Scenario**

Scenario: Call from line x1000 :P1" to line x1000 "P2"



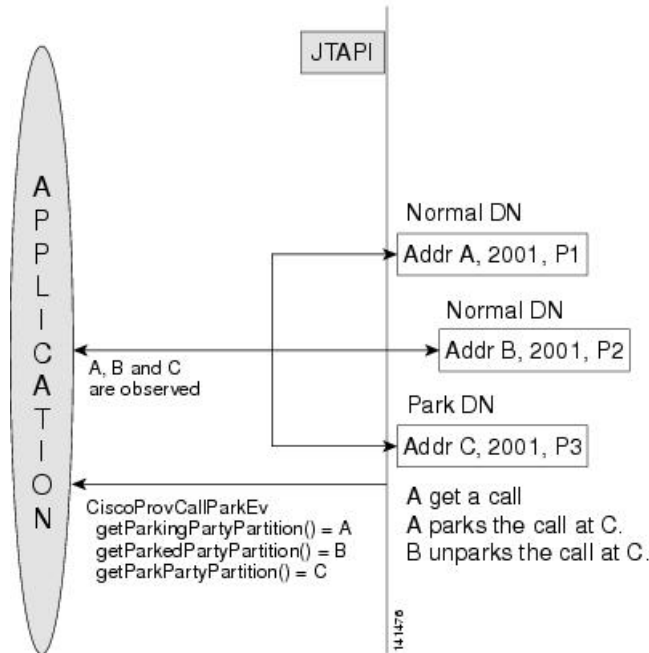
14479

## Park DN

Park DNs are also treated as addresses in JTAPI. Hence, the same treatment given to normal DN is also given to park DN. The following message flow illustrates how an application will use park DN partition information in a call where park DNs are involved.

### Park DN Scenario

CiscoProvCallParkEv - API Usage



When the application is monitoring park DN, it is possible to have the park DN to be the same as a regular DN (while both belong to different partitions).

In this case, C is a park DN having same DN value as A and B while belonging to a different partition.

A receives a call and parks the call at C. B un parks the call. While the call is parked, and unparked, CiscoProvCallParkEv is generated. The API

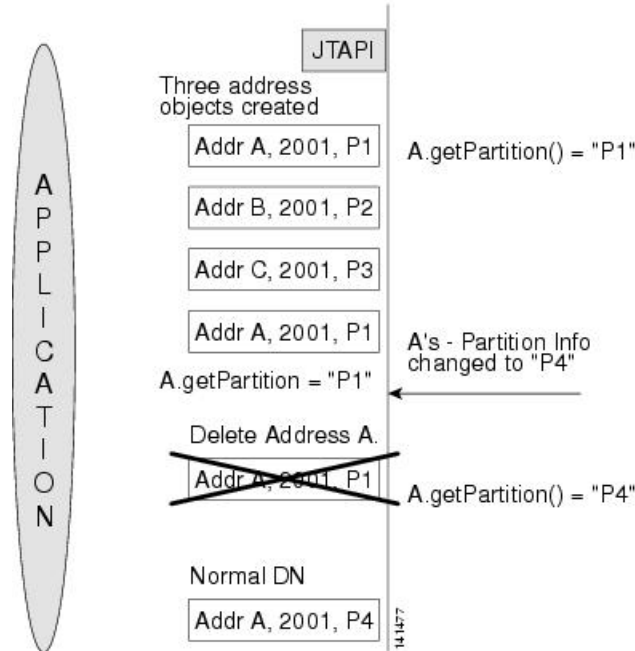
getParkingPartyPartition(), getParkedPartyPartition() and getParkPartyPartition() return the associated address objects as shown in the figure.

## Partition Change

Partition attribute is similar to the DN attribute of an address. Hence, whenever the partition attribute changes, the address object has to be destroyed and recreated. When the partition information of an address is changed, JTAPI will be restarted during which the current address objects will be deleted and new address objects will be created, reflecting the changed partition information.

### Change in Partition

Change in Partition Information



When the partition information of an address is changed, the address object will be destroyed and a new address object will be created.

The new address object will have the new partition information.

In the example given, Address A's partition string was changed to P4. Hence, the current address object of A will be deleted and a new address object will be created.

A query on the old address object using `A.getPartition()` will retrieve "P1", while the same query on the new object will return "P4".

When the address partition changes, applications should query the address objects to update their partition information.

## JTAPI Partition Support

The common assumption for all of the following use cases is that CTI provides partition information for all the lines which the JTAPI opens in the response message and JTAPI stores the partition information for every address it maintains.

| S.No. | Pre-Condition                                                                                                                                                                                 | Scenario                                                                                             | Expected Behavior                                                                                                                                                                                                                                      | Result                                                                                                              |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------|
| 1     | A and B are two addresses in the same cluster with same DN and different partitions (P1, P2) and in same cluster. A calls B. CSS of A has B's partition in it first.                          | Calls between addresses with same DN in different device but different partitions should go through. | Two address objects are created, one for A and one for B. All the appropriate call related events are delivered to both the addresses.                                                                                                                 | Call is established between A and B                                                                                 |
| 2     | A and B are two addresses with same DN in same device but different partitions (P1, P2) and in same cluster. A calls B. CSS of A has B's partition in it first.                               | Calls between addresses with same DN in same device but different partitions should go through.      | Two address objects are created, one for A and one for B. All the appropriate call related events are delivered to both the addresses.                                                                                                                 | Call is established between A and B.                                                                                |
| 3     | A, B, and C are three different addresses with different DN. (P1, P2, P3). A park DN is configured with same DN as C and different partition (P4).                                            | A calls B. B parks the call. C un parks the call from a park DN which is same as C's DN.             | JTAPI should allow C to un park the call from park DN.                                                                                                                                                                                                 | C is successfully able to un park the call from park DN.                                                            |
| 4     | A, B, and C are three different addresses having the same DN and different partitions (P1, P2, P3). A park DN is configured with same DN but belonging to a different partition (P4)          | A calls B, B parks call at park DN. C un parks the call.                                             | JTAPI should allow C to un park the call from park DN.                                                                                                                                                                                                 | A is able to call B. B should be able to park the call at the park DN.<br><br>C should be able to pick up the call. |
| 5     | A, B, and C are three different addresses with same DN and different partitions (P1, P2, and P3)                                                                                              | JTAPI calls getPartitionAddress(DN of A).                                                            | Three address objects are returned each corresponding to A, B and C.                                                                                                                                                                                   | JTAPI maintains the address objects based on partition info and DN.                                                 |
| 6     | A and B are addresses with same DN but belong to different partitions (P1, P2).                                                                                                               | Application calls getPartition() on the address objects of A and B.                                  |                                                                                                                                                                                                                                                        | Partition strings of the addresses are returned correctly.                                                          |
| 7     | A and B are two different addresses (different DNs) belonging to different partitions. A and B are in the control list of the same user. Provider open is completed and the lines are opened. | JTAPI supports old API to open lines when DN is different. There will be no change in behavior.      | Lines A and B will be opened, but since they have different DN, user need not specify the partition info. DN alone is sufficient to open the lines, but users can also give partition info and both modes of opening lines will be supported by JTAPI. | Address objects for A and B are created successfully.                                                               |



| S.No. | Pre-Condition                                                                                                                                                                | Scenario                                                                                  | Expected Behavior                                                                                                                                                                                                 | Result                                                            |
|-------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| 8     | A is an address in the control list of user and is opened by the user. From the CM admin page the partition information of A is changed. The device is restarted after this. | Partition information of a DN is changed. JTAPI should reflect new partition information. | JTAPI will delete the current address object and create a new address object for A when it comes in service again. By querying the partition info of this address object, user should get changed partition info. | New partition information is reflected in the new address object. |

## Persistent Connection Use Cases

The following pre-conditions apply to all persistent call use cases, unless specified:

- The provider is in IN\_SERVICE state.
- All addresses and terminals are already in service.
- Device A (CTI Remote Device - Name: "CTIRDtapi", Line A1 (dn: 881000) Remote destination 1 (Name: "rd", Number: "78000"))
- Device B (IP Phone - Name: "SEP001319ACCA26", Line B1 (dn: 1000))
- Device C (IP Phone - Name: "SEP00156247EE60", Line C1 (dn: 2000))
- User1 has in its control list: Devices A, B and C. All devices and lines are observed.

**Table 305: Call createPersistentCall() on an Address That Is Not Configured to a Remote Terminal Device, i.e. on an IP Phone**

| Action                                                                                             | Events                                                                                                                 | Call Info                                                                                                                                               |
|----------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                 | ProvInServiceEv                                                                                                        |                                                                                                                                                         |
| User1 invokes CiscoAddress.createPersistentCall ("SEP00156247EE60", "5000", "remote") on device C. | Caught exception com.cisco.jtapi.PlatformException: Internal callprocessing error :Device does not support the command | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.COMMAND_NOT_IMPLEMENTED_ON_DEVICE. |

**Table 306: Call createPersistentCall() on an Address That Is Configured to a Remote Terminal Device Where Active RD Is Not Set**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                        | Events                                                                                           | Call Info                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall ("CTIRDjtapi", "5000", "remote") on device A. | Caught exception<br>com.cisco.jtapi.PlatformException: The active remote destination is not set. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_REMOTE_DEVICE_REQUEST_FAILED_ACTIVE_RD_NOT_SET |

**Table 307: Call createPersistentCall() on an Address That Is Configured to a Remote Terminal Device and Where Active RD Is Set; Verify That Persistent Call Is Connected**

| Action                                                                                        | Events                                                                                                                                                                                                                                                                                                                                                                                                           | Call Info                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                            | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                   |
| User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("78000", true) on device A.     | CiscoProvTerminalRemoteDestinationChangedEv                                                                                                                                                                                                                                                                                                                                                                      | A.getActiveRemoteDestinations() = CiscoRemoteDestinationInfo[1].<br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "78000"<br>CiscoRemoteDestinationInfo[0].getIsActiveRD() = true. |
| User1 invokes CiscoAddress.createPersistentCall ("CTIRDjtapi", "5000", "remote") on device A. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 8881000<br>GC1: ConnInProgressEv 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnCreatedEv 5000<br>GC1: ConnConnectedEv 5000<br>GC1: CallCtlConnEstablishedEv 5000<br>GC1: ConnAlertingEv 8881000<br>GC1: CallCtlConnAlertingEv 8881000<br>GC1: TermConnCreatedEv CTIRDjtapi<br>GC1: TermConnRinglingEv CTIRDjtapi<br>GC1: CallCtlTermConnRinglingEv CTIRDjtapi | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000                                                                             |

| Action                                                                                                                                                                                                               | Events                                                                                                                                                                                                                                                  | Call Info                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| Call answered at remote destination, dn = 78000                                                                                                                                                                      | GC1: ConnConnectedEv 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnActiveEv CTIRDjtapi<br>GC1: CallCtlTermConnTalkingEv CTIRDjtapi                                                                                                   | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000 |
| User1 invokes CiscoAddress.getPersistentConnection ("CTIRDjtapi") and verify that the connection for the persistent call is returned and uses that to get the Call object and confirm it is for the persistent call. |                                                                                                                                                                                                                                                         | ((CiscoAddress.getPersistentConnection ("CTIRDjtapi")).getCall()).isPersistentCall() = true.                          |
| User1 invokes Provider.getCalls()                                                                                                                                                                                    |                                                                                                                                                                                                                                                         | Provider.getCalls() = null                                                                                            |
| User1 invokes Address.getConnections() on line A.                                                                                                                                                                    |                                                                                                                                                                                                                                                         | Address.getConnections() on line A = null                                                                             |
| User1 invokes Terminal.getTerminalConnections() on device A.                                                                                                                                                         |                                                                                                                                                                                                                                                         | Terminal.getTerminalConnections() on device A = null                                                                  |
| Disconnect/drop the persistent call. User1 invokes either Call.drop() or Connection.disconnect()                                                                                                                     | GC1: ConnDisconnectedEv 5000<br>GC1: CallCtlConnDisconnectedEv 5000<br>GC1: TermConnDroppedEv CTIRDjtapi<br>GC1: CallCtlTermConnDroppedEv CTIRDjtapi<br>GC1: ConnDisconnectedEv 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: CallInvalidEv |                                                                                                                       |

**Table 308: Call createPersistentCall() on an Address Configured to a Remote Terminal Device Where a Persistent Call Already Exists**

| Actions                                                                                       | Events                                                                      | Call Info                                                                                                                                           |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                            | ProvInServiceEv                                                             |                                                                                                                                                     |
| User1 invokes CiscoAddress.createPersistentCall("CTIRDjtapi", "6000", "remote2") on device A. | Caught exception com.cisco.jtapi.PlatformException: Persistent Call exists. | Let "ex" be an instance of PlatformException:<br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>CTIERR_PERSISTENT_CALL_EXISTS. |

**Table 309: Call createPersistentCall() on an Address That Is Configured to a Remote Terminal Device and Where Active Rd Is Set; Verify That Persistent Call Is Connected and Then Have Remote Destination Hang Up**

| Actions                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                           | Call Info                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                           | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                    |
| User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("78000", true) on device A.    | CiscoProvTerminalRemoteDestinationChangedEv                                                                                                                                                                                                                                                                                                                                                                      | A.getActiveRemoteDestinations() = CiscoRemoteDestinationInfo[1].<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "78000" CiscoRemoteDestinationInfo[0].getIsActiveRD() = true. |
| User1 invokes CiscoAddress.createPersistentCall("CTIRDjtapi", "5000", "remote") on device A. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 8881000<br>GC1: ConnInProgressEv 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnCreatedEv 5000<br>GC1: ConnConnectedEv 5000<br>GC1: CallCtlConnEstablishedEv 5000<br>GC1: ConnAlertingEv 8881000<br>GC1: CallCtlConnAlertingEv 8881000<br>GC1: TermConnCreatedEv CTIRDjtapi<br>GC1: TermConnRinglingEv CTIRDjtapi<br>GC1: CallCtlTermConnRinglingEv CTIRDjtapi | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000                                                                              |
| Call answered at remote destination, dn = 78000                                              | GC1: ConnConnectedEv 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnActiveEv CTIRDjtapi<br>GC1: CallCtlTermConnTalkingEv CTIRDjtapi                                                                                                                                                                                                                                                            | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000                                                                              |

| Actions                                      | Events                                                                                                                                                                                                                                                  | Call Info |
|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Remote destination with dn = 78000 hangs up. | GC1: ConnDisconnectedEv 5000<br>GC1: CallCtlConnDisconnectedEv 5000<br>GC1: TermConnDroppedEv CTIRDjtapi<br>GC1: CallCtlTermConnDroppedEv CTIRDjtapi<br>GC1: ConnDisconnectedEv 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: CallInvalidEv |           |

**Table 310: Call createPersistentCall() on an Address That Is Configured to a Remote Terminal Device and Where Active RD = True; Verify That Persistent Call Is Connected; Set Active RD = False and Verify That Persistent Call Is Dropped**

| Actions                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                           | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                   |
| User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("78000", true) on device A     | CiscoProvTerminalRemoteDestinationChangedEv                                                                                                                                                                                                                                                                                                                                                                    | A.getActiveRemoteDestinations() = CiscoRemoteDestination Info[1].<br>CiscoRemoteDestination Info[0].getRemoteDestinationNumber() = "78000" CiscoRemoteDestination Info[0].getIsActiveRD() = true. |
| User1 invokes CiscoAddress.createPersistentCall("CTIRDjtapi", "5000", "remote") on device A. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 8881000<br>GC1: ConnInProgressEv 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnCreatedEv 5000<br>GC1: ConnConnectedEv 5000<br>GC1: CallCtlConnEstablishedEv 5000<br>GC1: ConnAlertingEv 8881000<br>GC1: CallCtlConnAlertingEv 8881000<br>GC1: TermConnCreatedEv CTIRDjtapi<br>GC1: TermConnRingingEv CTIRDjtapi<br>GC1: CallCtlTermConnRingingEv CTIRDjtapi | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000                                                                             |

| Actions                                                                                    | Events                                                                                                                                                                                                                                                                                                                                      | Call Info                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call answered at remote destination, dn = 78000                                            | GC1: ConnConnectedEv 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnActiveEv CTIRDjtapi<br>GC1: CallCtlTermConnTalkingEv CTIRDjtapi                                                                                                                                                                                       | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000                                                                                |
| User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("78000", false) on device A. | CiscoProvTerminalRemoteDestinationChangedEv<br>See persistent call gets dropped:<br>GC1: ConnDisconnectedEv 5000<br>GC1: CallCtlConnDisconnectedEv 5000<br>GC1: TermConnDroppedEv CTIRDjtapi<br>GC1: CallCtlTermConnDroppedEv CTIRDjtapi<br>GC1: ConnDisconnectedEv 8881000<br>GC1: CallCtlConnDisconnectedEv 8881000<br>GC1: CallInvalidEv | A.getActiveRemoteDestinations() = CiscoRemoteDestination Info[1].<br>CiscoRemoteDestination Info[0].getRemoteDestinationNumber() = "78000"<br>CiscoRemoteDestination Info[0].getIsActiveRD() = false |

**Table 311: Call createPersistentCall() on an Address That Is Configured to a Remote Terminal Device and Where Active RD = True; Verify That Persistent Call Is Connected; Make Incoming Customer Call to Same Remote Terminal Device**

| Actions                                                                                   | Events                                      | Call Info                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------|---------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                        | ProvInServiceEv                             |                                                                                                                                                                                                      |
| User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("78000", true) on device A. | CiscoProvTerminalRemoteDestinationChangedEv | A.getActiveRemoteDestinations() = CiscoRemoteDestination Info[1].<br>CiscoRemoteDestination Info[0].getRemoteDestinationNumber() = "78000"<br>CiscoRemoteDestination Info[0].getIsActiveRD() = true. |

| Actions                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                             |
|----------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall("CTIRDjtapi", "5000", "remote") on device A. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 8881000<br>GC1: ConnInProgressEv 8881000<br>GC1: CallCtlConnOfferedEv 8881000<br>GC1: ConnCreatedEv 5000<br>GC1: ConnConnectedEv 5000<br>GC1: CallCtlConnEstablishedEv 5000<br>GC1: ConnAlertingEv 8881000<br>GC1: CallCtlConnAlertingEv 8881000<br>GC1: TermConnCreatedEv CTIRDjtapi<br>GC1: TermConnRinginEv CTIRDjtapi<br>GC1: CallCtlTermConnRinginEv CTIRDjtapi | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000 |
| Call answered at remote destination, dn = 78000                                              | GC1: ConnConnectedEv 8881000<br>GC1: CallCtlConnEstablishedEv 8881000<br>GC1: TermConnActiveEv CTIRDjtapi<br>GC1: CallCtlTermConnTalkingEv CTIRDjtapi                                                                                                                                                                                                                                                        | CallingAddress = 5000,<br>CalledAddress = 8881000,<br>CurrentCallingAddress = 5000,<br>CurrentCalledAddress = 8881000 |

| Actions                                                                                           | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call Info                                                                                                                                                                                                                                                |
|---------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Call.connect("SEP001319ACCA26", "1000", "8881000")</p>                                         | <p>GC2: CallActiveEv<br/>                     GC2: ConnCreatedEv 1000<br/>                     GC2: ConnConnectedEv 1000<br/>                     GC2: CallCtlConnInitiatedEv 1000<br/>                     GC2: TermConnCreatedEv SEP001319ACCA26<br/>                     GC2: TermConnActiveEv SEP001319ACCA26<br/>                     GC2: CallCtlTermConnTalkingEv SEP001319ACCA26<br/>                     GC2: CallCtlConnDialingEv 1000<br/>                     GC2: CallCtlConnEstablishedEv 1000<br/>                     GC2: ConnCreatedEv 8881000<br/>                     GC2: ConnInProgressEv 8881000<br/>                     GC2: CallCtlConnOfferedEv 8881000<br/>                     GC2: ConnAlertingEv 8881000<br/>                     GC2: CallCtlConnAlertingEv 8881000<br/>                     GC2: TermConnCreatedEv CTIRDjtapi<br/>                     GC2: TermConnRinglingEv CTIRDjtapi<br/>                     GC2: CallCtlTermConnRinglingEv CTIRDjtapi</p> | <p>CallingAddress = 1000,<br/>                     CalledAddress = 8881000,<br/>                     CurrentCallingAddress = 1000,<br/>                     CurrentCalledAddress = 8881000</p>                                                           |
| <p>Call is answered at device A</p>                                                               | <p>GC2: ConnConnectedEv 8881000<br/>                     GC2: CallCtlConnEstablishedEv 8881000<br/>                     GC2: TermConnActiveEv CTIRDjtapi<br/>                     GC2: CallCtlTermConnTalkingEv CTIRDjtapi</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                          |
| <p>User1 invokes CiscoRemoteTerminal.setActiveRemoteDestination ("78000", false) on device A.</p> | <p>CiscoProvTerminalRemote DestinationChangedEv<br/>                     Both persistent call with GC1 and customer call with GC2 are not dropped/disconnected even though active rd = false.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | <p>A.getActiveRemoteDestinations() = CiscoRemoteDestination Info[1].<br/>                     CiscoRemoteDestination Info[0].getRemoteDestinationNumber() = "78000"<br/>                     CiscoRemoteDestination Info[0].getIsActiveRD() = false.</p> |



| Actions                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Call Info |
|------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>Customer call with GC2 is disconnected/dropped. User1 invokes either Call.drop() or Connection.disconnect() on the call with GC2.</p> | <p>GC2: TermConnDroppedEv SEP001319ACCA26</p> <p>GC2: CallCtlTermConnDroppedEv SEP001319ACCA26</p> <p>GC2: ConnDisconnectedEv 1000</p> <p>GC2: CallCtlConnDisconnectedEv 1000</p> <p>GC2: TermConnDroppedEv CTIRDjtapi</p> <p>GC2: CallCtlTermConnDroppedEv CTIRDjtapi</p> <p>GC2: ConnDisconnectedEv 8881000</p> <p>GC2: CallCtlConnDisconnectedEv 8881000</p> <p>GC2: CallInvalidEv</p> <p>Since there are no active calls on device A and active rd is now false, the persistent call with GC1 is now dropped/disconnected.</p> <p>GC1: ConnDisconnectedEv 5000</p> <p>GC1: CallCtlConnDisconnectedEv 5000</p> <p>GC1: TermConnDroppedEv CTIRDjtapi</p> <p>GC1: CallCtlTermConnDroppedEv CTIRDjtapi</p> <p>GC1: ConnDisconnectedEv 8881000</p> <p>GC1: CallCtlConnDisconnectedEv 8881000</p> <p>GC1: CallInvalidEv</p> |           |

**Table 312: Have a Persistent Call and Customer Call Connected; Invoke hold() on the Persistent Call Which Should Be Rejected**

| Actions                                                                           | Events                 | Call Info |
|-----------------------------------------------------------------------------------|------------------------|-----------|
| <p>User1 opens Provider and adds a provider observer.</p>                         | <p>ProvInServiceEv</p> |           |
| <p>Assume already have a persistent call with GC1 and customer call with GC2.</p> |                        |           |

| Actions                                        | Events                                                                                                   | Call Info                                                                                                                                                             |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Invoke hold() on the persistent call with GC1. | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 313: Have a Persistent Call and Customer Call Connected; Invoke startRecording() on the Persistent Call Which Should Be Rejected**

| Actions                                                                    | Events                                                                                                   | Call Info                                                                                                                                                             |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                         | ProvInServiceEv                                                                                          |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2. |                                                                                                          |                                                                                                                                                                       |
| Invoke startRecording() on the persistent call with GC1.                   | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 314: Have a Persistent Call and Customer Call Connected; Invoke stopRecording() on the Persistent Call Which Should Be Rejected**

| Actions                                                                                                | Events                                                                                                   | Call Info                                                                                                                                                             |
|--------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                     | ProvInServiceEv                                                                                          |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2.                             |                                                                                                          |                                                                                                                                                                       |
| Invoke stopRecording() on the persistent call with GC1. Make sure Selective call recording is enabled. | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 315: Have a Persistent Call and Customer Call Connected; Invoke conference() on the Persistent Call Where Persistent Call Is Primary Which Should Be Rejected**

| Actions                                            | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Actions                                                                                                                                                             | Events                                                                                                   | Call Info                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Assume already have a persistent call with GC1 and customer call with GC2.                                                                                          |                                                                                                          |                                                                                                                                                                       |
| Invoke conference() where persistent call with GC1 is the primary call and customer call with GC2 is the secondary call (jtapi internally calling join() for this). | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 316: Have a Persistent Call and Customer Call Connected; Invoke conference() on the Persistent Call Where Persistent Call Is Secondary Which Should Be Rejected**

| Actions                                                                                                                                                     | Events                                                                                                   | Call Info                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                                                                          | ProvInServiceEv                                                                                          |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2.                                                                                  |                                                                                                          |                                                                                                                                                                       |
| Invoke conference() where customer call with GC2 is primary call and persistent call with GC1 is secondary call (jtapi internally calling join() for this). | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 317: Have a Persistent Call and Customer Call Connected; Invoke park() on the Persistent Call Which Should Be Rejected**

| Actions                                                                    | Events                                                                           | Call Info                                                                                                                                                             |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                         | ProvInServiceEv                                                                  |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2. |                                                                                  |                                                                                                                                                                       |
| Invoke park().                                                             | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation not allowed. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 318: Have a Persistent Call and Customer Call Connected; Invoke transfer() on the Persistent Call Where PC Is Primary Which Should Be Rejected**

| Actions                                                                                                       | Events                                                                                                   | Call Info                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                            | ProvInServiceEv                                                                                          |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2.                                    |                                                                                                          |                                                                                                                                                                       |
| Invoke transfer(Call) where persistent call with GC1 is primary call and customer call with GC2 is secondary. | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 319: Have a Persistent Call and Customer Call Connected; Invoke transfer() on the Persistent Call Where PC Is Primary to Another DN Which Should Be Rejected**

| Actions                                                                                               | Events                                                                                                   | Call Info                                                                                                                                                             |
|-------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                    | ProvInServiceEv                                                                                          |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2.                            |                                                                                                          |                                                                                                                                                                       |
| Invoke transfer(String address) where persistent call with GC1 is primary call to line C (dn = 2000). | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 320: Have a Persistent Call and Customer Call Connected; Invoke transfer() on the Persistent Call Where PC Is Secondary Which Should Be Rejected**

| Actions                                                                    | Events          | Call Info |
|----------------------------------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer.                         | ProvInServiceEv |           |
| Assume already have a persistent call with GC1 and customer call with GC2. |                 |           |

| Actions                                                                                                       | Events                                                                                                   | Call Info                                                                                                                                                             |
|---------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Invoke transfer(Call) where customer call with GC2 is primary call and persistent call with GC1 is secondary. | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 321: Have a Persistent Call and Customer Call Connected; Invoke consult() on the Persistent Call Which Should Be Rejected**

| Actions                                                                    | Events                                                                                                   | Call Info                                                                                                                                                             |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                         | ProvInServiceEv                                                                                          |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2. |                                                                                                          |                                                                                                                                                                       |
| Make consult call from device A to line C (dn = 2000).                     | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 322: Have a Persistent Call and Customer Call Connected; Invoke pickup() on the Persistent Call Which Should Be Rejected**

| Actions                                                                    | Events                                                                           | Call Info                                                                                                                                                             |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                         | ProvInServiceEv                                                                  |                                                                                                                                                                       |
| Assume already have a persistent call with GC1 and customer call with GC2. |                                                                                  |                                                                                                                                                                       |
| Invoke pickup("8881000") on device A.                                      | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation not allowed. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 323: Have a Persistent Call and Customer Call Connected; Invoke otherPickup() on the Persistent Call Which Should Be Rejected**

| Actions                                                                    | Events                                                                           | Call Info                                                                                                                                                                     |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                         | ProvInServiceEv                                                                  |                                                                                                                                                                               |
| Assume already have a persistent call with GC1 and customer call with GC2. |                                                                                  |                                                                                                                                                                               |
| Invoke otherPickup("8881000") on device A.                                 | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation not allowed. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>CTIERR_OPERATION<br>_NOT_ALLOWED_ON_PERSISTENT_CALL. |

**Table 324: Have a Persistent Call and Customer Call Connected; Invoke redirect() on the Persistent Call Which Should Be Rejected**

| Actions                                                                    | Events                                                                                                   | Call Info                                                                                                                                                                     |
|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                         | ProvInServiceEv                                                                                          |                                                                                                                                                                               |
| Assume already have a persistent call with GC1 and customer call with GC2. |                                                                                                          |                                                                                                                                                                               |
| Invoke redirect("2000") on the persistent call.                            | Caught exception<br>com.cisco.jtapi.PlatformException:<br>Operation is not allowed on a Persistent Call. | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>CTIERR_OPERATION<br>_NOT_ALLOWED_ON_PERSISTENT_CALL. |

## Play Announcement

### Prerequisites

Pre-conditions to all play announcement use cases, unless specified otherwise:

- Provider is in IN\_SERVICE state
- All addresses and terminals are already in service.
- Device A (CTI Remote Device - Name: "CTIRD3", Line A1 (dn: 9202))
  - o Remote destination 1 (Name: "C1\_CTIRD3\_RDD1", Number: "339006")
- Device B (IP Phone - Name: "SEP2401C7824EA3", Line B1 (dn: 9000))

- Announcement Identifier is Welcome Greeting Sample.
- User1 has in its control list: Devices A, and B. All devices and lines are observed.

## Basic Play Announcement Use Cases

### Basic Play Announcement Use Cases

*Table 325: Play Announcement on CTI Remote Device with Persistent Call*

| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                                      | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                 |
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |

| Action                                                                                         | Events                                                                                                                                                                                                                                                    | Call Info                                                                                               |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9202<br>GC2: CallCtlConnDialingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalkingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnOfferedEv Unknown | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting Sample                            |
|                                                                                                | GC2: CallCtlConnEstablishedEv 9202<br>GC2: ConnCreatedEv Unknown<br>GC2: ConnInProgressEv Unknown                                                                                                                                                         | Feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                                        |
|                                                                                                | GC2: ConnConnectedEv Unknown<br>GC2: CallCtlConnEstablishedEv Unknown<br>GC2: CiscoAnnouncementStartedEv.                                                                                                                                                 | CiscoAnnouncementStartedEv. will have feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT  |
| User1 invokes Provider.getCalls()                                                              |                                                                                                                                                                                                                                                           | Provider.getCalls() returns the announcement call.                                                      |
| User1 invokes Address.getConnections() on line A.                                              |                                                                                                                                                                                                                                                           | Address.getConnections() on line A returns the Connection for the announcement call.                    |
| User1 invokes Terminal.getTerminalConnections() on device A.                                   |                                                                                                                                                                                                                                                           | Terminal.getTerminalConnections() on device A returns the TerminalConnection for the announcement call. |

Table 326: Play Announcement That Stopped Playing Before the End of the Announcement

| Action                                             | Events          | Call info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call info                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRinginEv CTIRD3<br>GC1: CallCtlTermConnRinginEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202                                                                                                                                    |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A.                          | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9202<br>GC2: CallCtlConnDialingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalkingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202<br>GC2: ConnCreatedEv Unknown<br>GC2: ConnInProgressEv Unknown<br>GC2: CallCtlConnOfferedEv Unknown<br>GC2: ConnConnectedEv Unknown<br>GC2: CallCtlConnEstablishedEv Unknown<br>GC2: CiscoAnnouncementStartedEv.                                                  | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting Sample<br>feature reason = CiscoFeatureReason.REASON_PLAY_ANNOUNCEMENT<br>CiscoAnnouncementStartedEv. will have feature reason = CiscoFeatureReason.REASON_PLAY_ANNOUNCEMENT |

| Action                                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                          | Call info                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes Provider.getCalls()                                                                                                                       |                                                                                                                                                                                                                                                                                                                 | Provider.getCalls() returns the announcement call.                                                                                                        |
| User1 invokes Address.getConnections() on line A.                                                                                                       |                                                                                                                                                                                                                                                                                                                 | Address.getConnections() on line A returns the Connection for the announcement call.                                                                      |
| User1 invokes Terminal.getTerminalConnections() on device A.                                                                                            |                                                                                                                                                                                                                                                                                                                 | Terminal.getTerminalConnections() on device A returns the TerminalConnection for the announcement call.                                                   |
| Disconnect/drop the announcement call. User1 invokes either Call.drop() or Connection.disconnect() to stop the announcement before it finishes playing. | GC2: CiscoAnnouncementEndedEv<br>GC2: TermConnDroppedEv CTIRD3<br>GC2: CallCtlTermConnDroppedEv CTIRD3<br>GC2: ConnDisconnectedEv Unknown<br>GC2: CallCtlConnDisconnectedEv Unknown<br>GC2: ConnDisconnectedEv 9202<br>GC2: CallCtlConnDisconnectedEv 9202<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv | CiscoAnnouncementEndedEv.getSuccess() = true.<br>CiscoAnnouncementEndedEv.getErrorCode() = 0<br>CiscoAnnouncementEndedEv.getErrorDescription() = No Error |

**Table 327: Play Announcement with Incoming Customer Call in Ringing State**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRinginEv CTIRD3<br>GC1: CallCtlTermConnRinginEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |

| Action                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Call Info |
|------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| User1 invokes<br>Call.connect("SEP2401C7824EA3",<br>"9000", "9202") and is left ringing. | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9000<br>GC2: ConnConnectedEv 9000<br>GC2: CallCtlConnInitiatedEv 9000<br>GC2: TermConnCreatedEv<br>SEP2401C7824EA3<br>GC2: TermConnActiveEv<br>SEP2401C7824EA3<br>GC2: CallCtlTermConnTalkingEv<br>SEP2401C7824EA3<br>GC2: CallCtlConnDialingEv 9000<br>GC2: CallCtlConnEstablishedEv 9000<br>GC2: ConnCreatedEv 9202<br>GC2: ConnInProgressEv 9202<br>GC2: CallCtlConnOfferedEv 9202<br>GC2: ConnAlertingEv 9202<br>GC2: CallCtlConnAlertingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnRingringEv CTIRD3<br>GC2: CallCtlTermConnRingringEv CTIRD3 |           |

| Action                                                                                         | Events                                                                                                                                                                                                                                                     | Call Info                                                                                                                                   |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | GC3: CallActiveEv<br>GC3: ConnCreatedEv 9202<br>GC3: CallCtlConnDialingEv 9202<br>GC3: TermConnCreatedEv CTIRD3<br>GC3: TermConnActiveEv CTIRD3<br>GC3: CallCtlTermConnTalkingEv CTIRD3<br>GC3: ConnConnectedEv 9202<br>GC3: CallCtlConnEstablishedEv 9202 | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting Sample                                                                |
|                                                                                                | GC3: ConnCreatedEv Unknown<br>GC3: ConnInProgressEv Unknown<br>GC3: CallCtlConnOfferedEv Unknown                                                                                                                                                           | feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                                                                            |
|                                                                                                | GC3: ConnConnectedEv Unknown<br>GC3: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                      |                                                                                                                                             |
|                                                                                                | GC3: CiscoAnnouncementStartedEv.                                                                                                                                                                                                                           | CiscoAnnouncementStartedEv. will have<br>feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                                   |
| User1 invokes Provider.getCalls()                                                              |                                                                                                                                                                                                                                                            | Provider.getCalls() returns both the<br>customer call and the announcement call                                                             |
| User1 invokes Address.getConnections() on line A.                                              |                                                                                                                                                                                                                                                            | Address.getConnections() on line A returns<br>the Connection for both the customer call<br>and the announcement call.                       |
| User1 invokes Terminal.getTerminalConnections() on device A.                                   |                                                                                                                                                                                                                                                            | Terminal.getTerminalConnections() on<br>device A returns the TerminalConnection<br>for both the customer call and the<br>announcement call. |

| Action                                                     | Events                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                                                                         |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| After announcement finishes playing, call is disconnected. | GC3: CiscoAnnouncementEndedEv<br>GC3: TermConnDroppedEv CTIRD3<br>GC3: CallCtlTermConnDroppedEv CTIRD3<br>GC3: ConnDisconnectedEv Unknown<br>GC3: CallCtlConnDisconnectedEv Unknown<br>GC3: ConnDisconnectedEv 9202<br>GC3: CallCtlConnDisconnectedEv 9202<br>GC3: CallInvalidEv<br>GC3: CallObservationEndedEv | CiscoAnnouncementEndedEv.getSuccess() = true.<br><br>CiscoAnnouncementEndedEv.getErrorCode() = 0<br><br>CiscoAnnouncementEndedEv.getErrorDescription() = No Error |

Table 328: Play Announcement Where the Call Is Answered Before the Full Message Plays

| Action                                                                                                                  | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                                      | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                 |
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |

| Action                                                                                                | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                       |
|-------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| User1 invokes<br>Call.connect("SEP2401C7824EA3",<br>"9000", "9202") and is left ringing.              | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9000<br>GC2: ConnConnectedEv 9000<br>GC2: CallCtlConnInitiatedEv 9000<br>GC2: TermConnCreatedEv<br>SEP2401C7824EA3<br>GC2: TermConnActiveEv<br>SEP2401C7824EA3<br>GC2: CallCtlTermConnTalkingEv<br>SEP2401C7824EA3<br>GC2: CallCtlConnDialingEv 9000<br>GC2: CallCtlConnEstablishedEv 9000<br>GC2: ConnCreatedEv 9202<br>GC2: ConnInProgressEv 9202<br>GC2: CallCtlConnOfferedEv 9202<br>GC2: ConnAlertingEv 9202<br>GC2: CallCtlConnAlertingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnRinginEv CTIRD3<br>GC2: CallCtlTermConnRinginEv CTIRD3 |                                                                                 |
| User1 invokes CiscoAddress.<br>startAnnouncement("CTIRD3", "Welcome<br>Greeting Sample") on Device A. | GC3: CallActiveEv<br>GC3: ConnCreatedEv 9202<br>GC3: CallCtlConnDialingEv 9202<br>GC3: TermConnCreatedEv CTIRD3<br>GC3: TermConnActiveEv CTIRD3<br>GC3: CallCtlTermConnTalkingEv CTIRD3<br>GC3: ConnConnectedEv 9202<br>GC3: CallCtlConnEstablishedEv 9202                                                                                                                                                                                                                                                                                                                                           | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting<br>Sample |
|                                                                                                       | GC3: ConnCreatedEv Unknown<br>GC3: ConnInProgressEv Unknown<br>GC3: CallCtlConnOfferedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                |
|                                                                                                       | GC3: ConnConnectedEv Unknown<br>GC3: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                 |

| Action                                                                | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                                                                            |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | GC3: CiscoAnnouncementStartedEv.                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CiscoAnnouncementStartedEv. will have feature reason = CiscoFeatureReason.REASON_PLAY_ANNOUNCEMENT                                                                   |
| Customer call is answered. Announcement call is dropped/disconnected. | GC3: CallCtlTermConnHeldEv CTIRD3<br>GC3: CiscoAnnouncementEndedEv<br>GC3: TermConnDroppedEv CTIRD3<br>GC3: CallCtlTermConnDroppedEv CTIRD3<br>GC3: ConnDisconnectedEv Unknown<br>GC3: CallCtlConnDisconnectedEv Unknown<br>GC3: ConnDisconnectedEv 9202<br>GC3: CallCtlConnDisconnectedEv 9202<br>GC3: CallInvalidEv<br>GC3: CallObservationEndedEv<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalking CTIRD3 | CiscoAnnouncementEndedEv. getSuccess() = true.<br><br>CiscoAnnouncementEndedEv. getErrorCode() = 0<br><br>CiscoAnnouncementEndedEv. getErrorDescription() = No Error |

**Table 329: Play Announcement Where the Call Is Answered Before the Full Message Plays**

| Action                                             | Event           | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                  | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |

| Action                                                                                        | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call Info                                                                    |
|-----------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| User1 invokes Call.connect("SEP2401C7824EA3", "9000", "9202") and is left ringing.            | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9000<br>GC2: ConnConnectedEv 9000<br>GC2: CallCtlConnInitiatedEv 9000<br>GC2: TermConnCreatedEv SEP2401C7824EA3<br>GC2: TermConnActiveEv SEP2401C7824EA3<br>GC2: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC2: CallCtlConnDialingEv 9000<br>GC2: CallCtlConnEstablishedEv 9000<br>GC2: ConnCreatedEv 9202<br>GC2: ConnInProgressEv 9202<br>GC2: CallCtlConnOfferedEv 9202<br>GC2: ConnAlertingEv 9202<br>GC2: CallCtlConnAlertingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnRinglingEv CTIRD3<br>GC2: CallCtlTermConnRinglingEv CTIRD3 |                                                                              |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A | GC3: CallActiveEv<br>GC3: ConnCreatedEv 9202<br>GC3: CallCtlConnDialingEv 9202<br>GC3: TermConnCreatedEv CTIRD3<br>GC3: TermConnActiveEv CTIRD3<br>GC3: CallCtlTermConnTalkingEv CTIRD3<br>GC3: ConnConnectedEv 9202<br>GC3: CallCtlConnEstablishedEv 9202                                                                                                                                                                                                                                                                                                                                      | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting Sample |
|                                                                                               | GC3: ConnCreatedEv Unknown<br>GC3: ConnInProgressEv Unknown<br>GC3: CallCtlConnOfferedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT             |
|                                                                                               | GC3: ConnConnectedEv Unknown<br>GC3: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                              |

| Action                                                                | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                                                                    |
|-----------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                                                       | GC3: CiscoAnnouncementStartedEv.                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CiscoAnnouncementStartedEv. will have feature reason = CiscoFeatureReason.REASON_PLAY_ANNOUNCEMENT                                                           |
| Customer call is answered. Announcement call is dropped/disconnected. | GC3: CallCtlTermConnHeldEv CTIRD3<br>GC3: CiscoAnnouncementEndedEv<br>GC3: TermConnDroppedEv CTIRD3<br>GC3: CallCtlTermConnDroppedEv CTIRD3<br>GC3: ConnDisconnectedEv Unknown<br>GC3: CallCtlConnDisconnectedEv Unknown<br>GC3: ConnDisconnectedEv 9202<br>GC3: CallCtlConnDisconnectedEv 9202<br>GC3: CallInvalidEv<br>GC3: CallObservationEndedEv<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalking CTIRD3 | CiscoAnnouncementEndedEv. getSuccess() = true.<br>CiscoAnnouncementEndedEv. getErrorCode() = 0<br>CiscoAnnouncementEndedEv. getErrorDescription() = No Error |

Table 330: Play Announcement with Call in Connected State

| Action                                             | Event           | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                         | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv 9202<br/>                     GC1: ConnInProgressEv 9202<br/>                     GC1: CallCtlConnOfferedEv 9202<br/>                     GC1: ConnCreatedEv 1000<br/>                     GC1: ConnConnectedEv 1000<br/>                     GC1: CallCtlConnEstablishedEv 1000<br/>                     GC1: ConnAlertingEv 9202<br/>                     GC1: CallCtlConnAlertingEv 9202<br/>                     GC1: TermConnCreatedEv CTIRD3<br/>                     GC1: TermConnRinginEv CTIRD3<br/>                     GC1: CallCtlTermConnRinginEv CTIRD3<br/>                     GC1: ConnConnectedEv 9202<br/>                     GC1: CallCtlConnEstablishedEv 9202<br/>                     GC1: TermConnActiveEv CTIRD3<br/>                     GC1: CallCtlTermConnTalkingEv CTIRD3</p> | <p>CallingAddress = 1000,<br/>                     CalledAddress = 9202,<br/>                     CurrentCallingAddress = 1000,<br/>                     CurrentCalledAddress = 9202</p> |

| Action                                                                                         | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                                                                      |
|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes Call.connect("SEP2401C7824EA3", "9000", "9202") and is answered.                 | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9000<br>GC2: ConnConnectedEv 9000<br>GC2: CallCtlConnInitiatedEv 9000<br>GC2: TermConnCreatedEv SEP2401C7824EA3<br>GC2: TermConnActiveEv SEP2401C7824EA3<br>GC2: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC2: CallCtlConnDialingEv 9000<br>GC2: CallCtlConnEstablishedEv 9000<br>GC2: ConnCreatedEv 9202<br>GC2: ConnInProgressEv 9202<br>GC2: CallCtlConnOfferedEv 9202<br>GC2: ConnAlertingEv 9202<br>GC2: CallCtlConnAlertingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnRinginEv CTIRD3<br>GC2: CallCtlTermConnRinginEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalking CTIRD3 |                                                                                                                                                                |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | Caught exception com.cisco.jtapi.PlatformException: Operation not available in current state.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Let "ex" be an instance of PlatformException:<br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE. |

Table 331: Play Announcement with Held Customer Call

| Action                                             | Event           | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                         | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call Info                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers.</p> | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv 9202<br/>                     GC1: ConnInProgressEv 9202<br/>                     GC1: CallCtlConnOfferedEv 9202<br/>                     GC1: ConnCreatedEv 1000<br/>                     GC1: ConnConnectedEv 1000<br/>                     GC1: CallCtlConnEstablishedEv 1000<br/>                     GC1: ConnAlertingEv 9202<br/>                     GC1: CallCtlConnAlertingEv 9202<br/>                     GC1: TermConnCreatedEv CTIRD3<br/>                     GC1: TermConnRinginEv CTIRD3<br/>                     GC1: CallCtlTermConnRinginEv CTIRD3<br/>                     GC1: ConnConnectedEv 9202<br/>                     GC1: CallCtlConnEstablishedEv 9202<br/>                     GC1: TermConnActiveEv CTIRD3<br/>                     GC1: CallCtlTermConnTalkingEv</p> | <p>CallingAddress = 1000,<br/>                     CalledAddress = 9202,<br/>                     CurrentCallingAddress = 1000,<br/>                     CurrentCalledAddress = 9202</p> |

| Action                                                                                     | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call Info |
|--------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| User1 invokes<br>Call.connect("SEP2401C7824EA3",<br>"9000", "9202") and is answered.       | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9000<br>GC2: ConnConnectedEv 9000<br>GC2: CallCtlConnInitiatedEv 9000<br>GC2: TermConnCreatedEv<br>SEP2401C7824EA3<br>GC2: TermConnActiveEv<br>SEP2401C7824EA3<br>GC2: CallCtlTermConnTalkingEv<br>SEP2401C7824EA3<br>GC2: CallCtlConnDialingEv 9000<br>GC2: CallCtlConnEstablishedEv 9000<br>GC2: ConnCreatedEv 9202<br>GC2: ConnInProgressEv 9202<br>GC2: CallCtlConnOfferedEv 9202<br>GC2: ConnAlertingEv 9202<br>GC2: CallCtlConnAlertingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnRingingEv CTIRD3<br>GC2: CallCtlTermConnRingingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalking CTIRD3 |           |
| User1 puts the customer call on hold.<br>Invokes TerminalConnection.hold() on<br>Device A. | GC2: CallCtlTermConnHeldEv CTIRD3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |           |

| Action                                                                                         | Event                                                                                                                                                                                                                                                                                                           | Call Info                                                                                                                                                    |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | GC3: CallActiveEv<br>GC3: ConnCreatedEv 9202<br>GC3: CallCtlConnDialingEv 9202<br>GC3: TermConnCreatedEv CTIRD3<br>GC3: TermConnActiveEv CTIRD3<br>GC3: CallCtlTermConnTalkingEv CTIRD3<br>GC3: ConnConnectedEv 9202<br>GC3: CallCtlConnEstablishedEv 9202                                                      | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting Sample                                                                                 |
|                                                                                                | GC3: ConnCreatedEv Unknown<br>GC3: ConnInProgressEv Unknown<br>GC3: CallCtlConnOfferedEv Unknown                                                                                                                                                                                                                | Feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                                                                                             |
|                                                                                                | GC3: ConnConnectedEv Unknown<br>GC3: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                                                                           |                                                                                                                                                              |
|                                                                                                | GC3: CiscoAnnouncementStartedEv.                                                                                                                                                                                                                                                                                | CiscoAnnouncementStartedEv. will have feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                                                       |
| After the announcement finishes playing, call is disconnected.                                 | GC3: CiscoAnnouncementEndedEv<br>GC3: TermConnDroppedEv CTIRD3<br>GC3: CallCtlTermConnDroppedEv CTIRD3<br>GC3: ConnDisconnectedEv Unknown<br>GC3: CallCtlConnDisconnectedEv Unknown<br>GC3: ConnDisconnectedEv 9202<br>GC3: CallCtlConnDisconnectedEv 9202<br>GC3: CallInvalidEv<br>GC3: CallObservationEndedEv | CiscoAnnouncementEndedEv. getSuccess() = true.<br>CiscoAnnouncementEndedEv. getErrorCode() = 0<br>CiscoAnnouncementEndedEv. getErrorDescription() = No Error |

Table 332: Play Announcement with an Outgoing Call

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |

| Action                                                                                                                                          | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call Info |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>Device A makes outgoing call to Device C. User1 invokes Call.connect("CTIRD3", "9202", "9000"). Call is left unanswered (ringing state).</p> | <p>GC2: CallActiveEv<br/>                     GC2: ConnCreatedEv 9202<br/>                     GC2: ConnConnectedEv 9202<br/>                     GC2: CallCtlConnInitiatedEv 9202<br/>                     GC2: TermConnCreatedEv CTIRD3<br/>                     GC2: TermConnActiveEv CTIRD3<br/>                     GC2: CallCtlTermConnTalkingEv CTIRD3<br/>                     GC2: CallCtlConnDialingEv 9202<br/>                     GC2: CallCtlConnEstablishedEv 9202<br/>                     GC2: ConnCreatedEv 9000<br/>                     GC2: ConnInProgressEv 9000<br/>                     GC2: CallCtlConnOfferedEv 9000<br/>                     GC2: ConnAlertingEv 9000<br/>                     GC2: CallCtlConnAlertingEv 9000<br/>                     GC2: TermConnCreatedEv<br/>                     SEP2401C7824EA3<br/>                     GC2: TermConnRingingEv<br/>                     SEP2401C7824EA3<br/>                     GC2: CallCtlTermConnRingingEv<br/>                     SEP2401C7824EA3</p> |           |

| Action                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call Info                                                                                              |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | GC2: TermConnDroppedEv CTIRD3<br>GC2: CallCtlTermConnDroppedEv CTIRD3<br>GC2: ConnDisconnectedEv 9202<br>GC2: CallCtlConnDisconnectedEv 9202<br>GC2: TermConnDroppedEv SEP2401C7824EA3<br>GC2: CallCtlTermConnDroppedEv SEP2401C7824EA3<br>GC2: ConnDisconnectedEv 9000<br>GC2: CallCtlConnDisconnectedEv 9000<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv<br>GC3: CallActiveEv<br>GC3: ConnCreatedEv 9202<br>GC3: CallCtlConnDialingEv 9202<br>GC3: TermConnCreatedEv CTIRD3<br>GC3: TermConnActiveEv CTIRD3<br>GC3: CallCtlTermConnTalkingEv CTIRD3<br>GC3: ConnConnectedEv 9202<br>GC3: CallCtlConnEstablishedEv 9202 | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting Sample                           |
|                                                                                                | GC3: ConnCreatedEv Unknown<br>GC3: ConnInProgressEv Unknown<br>GC3: CallCtlConnOfferedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                                       |
|                                                                                                | GC3: ConnConnectedEv Unknown<br>GC3: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                        |
|                                                                                                | GC3: CiscoAnnouncementStartedEv.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CiscoAnnouncementStartedEv. will have feature reason = CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT |

| Action                                                     | Events                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                                                                         |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| After announcement finishes playing, call is disconnected. | GC3: CiscoAnnouncementEndedEv<br>GC3: TermConnDroppedEv CTIRD3<br>GC3: CallCtlTermConnDroppedEv CTIRD3<br>GC3: ConnDisconnectedEv Unknown<br>GC3: CallCtlConnDisconnectedEv Unknown<br>GC3: ConnDisconnectedEv 9202<br>GC3: CallCtlConnDisconnectedEv 9202<br>GC3: CallInvalidEv<br>GC3: CallObservationEndedEv | CiscoAnnouncementEndedEv.getSuccess() = true.<br><br>CiscoAnnouncementEndedEv.getErrorCode() = 0<br><br>CiscoAnnouncementEndedEv.getErrorDescription() = No Error |

Table 333: Play Announcement on an IP Phone

| Action                                                                                                  | Events                                                                                                                    | Call Info                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                      | ProvInServiceEv                                                                                                           |                                                                                                                                                         |
| User1 invokes CiscoAddress.startAnnouncement("SEP8478ACE7F9B9", "Welcome Greeting Sample") on ip phone. | Caught exception<br>com.cisco.jtapi.PlatformException: Internal callprocessing error :Device does not support the command | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.COMMAND_NOT_IMPLEMENTED_ON_DEVICE. |

Table 334: Play Announcement on the CTI Port

| Action                                                                                       | Events                                                                                                                    | Call Info                                                                                                                                               |
|----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                           | ProvInServiceEv                                                                                                           |                                                                                                                                                         |
| User1 invokes CiscoAddress.startAnnouncement("CTI3", "Welcome Greeting Sample") on CTI Port. | Caught exception<br>com.cisco.jtapi.PlatformException: Internal callprocessing error :Device does not support the command | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.COMMAND_NOT_IMPLEMENTED_ON_DEVICE. |

**Table 335: Play Announcement on CTI Remote Device Without Persistent Call**

| Action                                                                                         | Events                                                                         | Call Info                                                                                                                                              |
|------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                             | ProvInServiceEv                                                                |                                                                                                                                                        |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | Caught exception com.cisco.jtapi.PlatformException: No persistent call exists. | Let "ex" be an instance of PlatformException:<br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>CTIERR_NO_PERSISTENT_CALL_EXISTS. |

**Table 336: Play Announcement on a CTI Remote Device While a Persistent Call Is Being Set Up**

| Action                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                              | Call Info                                                                                                                                                |
|------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                             | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                          |
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A.       | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202                                          |
| Call is offered to the remote destination but not picked up.                                   |                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                          |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | Caught exception com.cisco.jtapi.PlatformException: Persistent Call is being set up.                                                                                                                                                                                                                                                                                                | Let "ex" be an instance of PlatformException:<br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>CTIERR_PERSISTENT_CALL_BEING_SETUP. |

**Table 337: Play Announcement on CTI Remote Device with a Persistent Call with an Invalid Announcement Identifier**

| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                                                      | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                    |
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202                                    |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome") on Device A.                                          | Caught exception com.cisco.jtapi.PlatformException: Invalid Media resource ID.                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Let "ex" be an instance of PlatformException:<br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_INVALID_MEDIA_RESOURCE_ID. |

**Table 338: Play Announcement Back to Back**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202                                                                                                                                                                                                                                                                                                                                                     |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A.                          | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9202<br>GC2: CallCtlConnDialingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalkingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202<br><br>GC2: ConnCreatedEv Unknown<br>GC2: ConnInProgressEv Unknown<br>GC2: CallCtlConnOfferedEv Unknown<br><br>GC2: ConnConnectedEv Unknown<br>GC2: CallCtlConnEstablishedEv Unknown<br><br>GC2: CiscoAnnouncementStartedEv.                                        | CiscoAnnouncementStartedEv.<br>getAnnouncementID() = Welcome Greeting Sample<br><br>CiscoAnnouncementEndedEv. getSuccess() = true.<br><br>CiscoAnnouncementEndedEv. getErrorCode() = 0<br><br>CiscoAnnouncementEndedEv. getErrorDescription() = No Error<br><br>For these 3 call events, feature reason = CiscoFeatureReason.REASON_PLAY_ANNOUNCEMENT<br><br><br>CiscoAnnouncementStartedEv. will have feature reason = CiscoFeatureReason.REASON_PLAY_ANNOUNCEMENT |

| Action                                                                                         | Events                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                                                                 |
|------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------|
| After announcement finishes playing, the call is disconnected.                                 | GC2: CiscoAnnouncementEndedEv<br>GC2: TermConnDroppedEv CTIRD3<br>GC2: CallCtlTermConnDroppedEv CTIRD3<br>GC2: ConnDisconnectedEv Unknown<br>GC2: CallCtlConnDisconnectedEv Unknown<br>GC2: ConnDisconnectedEv 9202<br>GC2: CallCtlConnDisconnectedEv 9202<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv |                                                                                                                                                           |
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | Caught exception com.cisco.jtapi.PlatformException: Announcement already in progress.                                                                                                                                                                                                                           | Let "ex" be an instance of PlatformException:<br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.CTIERR_ANNOUNCEMENT_ALREADY_IN_PROGRESS. |

Table 339: Play Announcement to Stop IPVMS Service

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |



| Action                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRinginEv CTIRD3<br>GC1: CallCtlTermConnRinginEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |
| Stop IPVMS service on all the nodes.                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                 |

| Action                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Call Info                                                                                                                                     |
|------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.startAnnouncement("CTIRD3", "Welcome Greeting Sample") on Device A. | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9202<br>GC2: CallCtlConnDialingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalkingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202<br>GC2: ConnCreatedEv Unknown<br>GC2: ConnInProgressEv Unknown<br>GC2: CallCtlConnOfferedEv Unknown<br>GC2: ConnConnectedEv Unknown<br>GC2: CallCtlConnEstablishedEv Unknown<br>GC2: CiscoAnnouncementErrorEv<br>GC2: TermConnDroppedEv CTIRD3<br>GC2: CallCtlTermConnDroppedEv CTIRD3<br>GC2: ConnDisconnectedEv Unknown<br>GC2: CallCtlConnDisconnectedEv Unknown<br>GC2: ConnDisconnectedEv 9202<br>GC2: CallCtlConnDisconnectedEv 9202<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv | CiscoAnnouncementErrorEv.<br>getErrorCode() = -1932787536<br><br>CiscoAnnouncementErrorEv.<br>getErrorDescription() = Resource Not Available. |

## Play Announcement Feature Interaction Use Cases

### Play Announcement Feature Interaction Use Cases

Table 340: Hold Announcement Call

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Call Info                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall ("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRinglingEv CTIRD3<br>GC1: CallCtlTermConnRinglingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |
| User1 invokes CiscoAddress.startAnnouncement ("CTIRD3", "Welcome Greeting Sample") on Device A.                          | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9202<br>GC2: CallCtlConnDialingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalkingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202                                                                                                                                                                                                                                                                       | CiscoAnnouncementStartedEv.<br>getAnnouncementID () =<br>Welcome Greeting Sample                                |
|                                                                                                                          | GC2: ConnCreatedEv Unknown<br>GC2: ConnInProgressEv Unknown<br>GC2: CallCtlConnOfferedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                 | Feature reason =<br>CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT                                             |
|                                                                                                                          | GC2: ConnConnectedEv Unknown<br>GC2: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                 |
|                                                                                                                          | GC2: CiscoAnnouncementStartedEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | CiscoAnnouncementStartedEv<br>will have feature reason =<br>CiscoFeatureReason.<br>REASON_PLAY_ANNOUNCEMENT     |

| Action                                                             | Events                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                                                                            |
|--------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes TerminalConnection.hold () on the announcement call. | Caught exception com.cisco.jtapi.PlatformException: Operation not allowed.                                                                                                                                                                                                                                      | Let "ex" be an instance of PlatformException:<br><br>( (CiscoJtapiException) ex).getErrorCode () = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED.                 |
| After announcement finishes playing, call is disconnected.         | GC2: CiscoAnnouncementEndedEv<br>GC2: TermConnDroppedEv CTIRD3<br>GC2: CallCtlTermConnDroppedEv CTIRD3<br>GC2: ConnDisconnectedEv Unknown<br>GC2: CallCtlConnDisconnectedEv Unknown<br>GC2: ConnDisconnectedEv 9202<br>GC2: CallCtlConnDisconnectedEv 9202<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv | CiscoAnnouncementEndedEv.getSuccess () = true.<br><br>CiscoAnnouncementEndedEv.getErrorCode () = 0<br><br>CiscoAnnouncementEndedEv.getErrorDescription () = No Error |

Table 341: Redirect Announcement Call

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoAddress.createPersistentCall ("CTIRD3", "1000", "remote") on device A and remote destination answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRinginEv CTIRD3<br>GC1: CallCtlTermConnRinginEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |
| User1 invokes CiscoAddress.startAnnouncement ("CTIRD3", "Welcome Greeting Sample") on Device A.                          | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9202<br>GC2: CallCtlConnDialingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalkingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202                                                                                                                                                                                                                                                                   | CiscoAnnouncementStartedEv.<br>getAnnouncementID () =<br>Welcome Greeting Sample                                |
|                                                                                                                          | GC2: ConnCreatedEv Unknown<br>GC2: ConnInProgressEv Unknown<br>GC2: CallCtlConnOfferedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                             | Feature reason =<br>CiscoFeatureReason.<br>REASON_PLAY_<br>ANNOUNCEMENT                                         |
|                                                                                                                          | GC2: ConnConnectedEv Unknown<br>GC2: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                 |
|                                                                                                                          | GC2: CiscoAnnouncementStartedEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | CiscoAnnouncementStartedEv<br>will have feature reason =<br>CiscoFeatureReason.<br>REASON_PLAY_<br>ANNOUNCEMENT |

| Action                                                         | Events                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                                                                            |
|----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes Connection.redirect () on the announcement call. | Caught exception com.cisco.jtapi.PlatformException: Operation not allowed.                                                                                                                                                                                                                                      | Let "ex" be an instance of PlatformException:<br><br>( (CiscoJtapiException) ex).getErrorCode () = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED.                 |
| After announcement finishes playing, call is disconnected.     | GC2: CiscoAnnouncementEndedEv<br>GC2: TermConnDroppedEv CTIRD3<br>GC2: CallCtlTermConnDroppedEv CTIRD3<br>GC2: ConnDisconnectedEv Unknown<br>GC2: CallCtlConnDisconnectedEv Unknown<br>GC2: ConnDisconnectedEv 9202<br>GC2: CallCtlConnDisconnectedEv 9202<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv | CiscoAnnouncementEndedEv.getSuccess () = true.<br><br>CiscoAnnouncementEndedEv.getErrorCode () = 0<br><br>CiscoAnnouncementEndedEv.getErrorDescription () = No Error |

Table 342: Park Announcement Call

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Call Info                                                                                                       |
|--------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------|
| User1 invokes<br>CiscoAddress.createPersistentCall<br>("CTIRD3", "1000", "remote") on<br>device A and remote destination<br>answers. | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9202<br>GC1: ConnInProgressEv 9202<br>GC1: CallCtlConnOfferedEv 9202<br>GC1: ConnCreatedEv 1000<br>GC1: ConnConnectedEv 1000<br>GC1: CallCtlConnEstablishedEv 1000<br>GC1: ConnAlertingEv 9202<br>GC1: CallCtlConnAlertingEv 9202<br>GC1: TermConnCreatedEv CTIRD3<br>GC1: TermConnRingingEv CTIRD3<br>GC1: CallCtlTermConnRingingEv CTIRD3<br>GC1: ConnConnectedEv 9202<br>GC1: CallCtlConnEstablishedEv 9202<br>GC1: TermConnActiveEv CTIRD3<br>GC1: CallCtlTermConnTalkingEv CTIRD3 | CallingAddress = 1000,<br>CalledAddress = 9202,<br>CurrentCallingAddress = 1000,<br>CurrentCalledAddress = 9202 |
| User1 invokes<br>CiscoAddress.startAnnouncement<br>("CTIRD3", "Welcome Greeting<br>Sample") on Device A.                             | GC2: CallActiveEv<br>GC2: ConnCreatedEv 9202<br>GC2: CallCtlConnDialingEv 9202<br>GC2: TermConnCreatedEv CTIRD3<br>GC2: TermConnActiveEv CTIRD3<br>GC2: CallCtlTermConnTalkingEv CTIRD3<br>GC2: ConnConnectedEv 9202<br>GC2: CallCtlConnEstablishedEv 9202                                                                                                                                                                                                                                                                     | CiscoAnnouncementStartedEv.<br>getAnnouncementID () =<br>Welcome Greeting Sample                                |
|                                                                                                                                      | GC2: ConnCreatedEv Unknown<br>GC2: ConnInProgressEv Unknown<br>GC2: CallCtlConnOfferedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                               | Feature reason =<br>CiscoFeatureReason.<br>REASON_PLAY_<br>ANNOUNCEMENT                                         |
|                                                                                                                                      | GC2: ConnConnectedEv Unknown<br>GC2: CallCtlConnEstablishedEv Unknown                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                 |
|                                                                                                                                      | GC2: CiscoAnnouncementStartedEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | CiscoAnnouncementStartedEv<br>will have feature reason =<br>CiscoFeatureReason.<br>REASON_PLAY_<br>ANNOUNCEMENT |

| Action                                                     | Events                                                                                                                                                                                                                                                                                                          | Call Info                                                                                                                                                            |
|------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes Connection.park () on the announcement call. | Caught exception com.cisco.jtapi.PlatformException: Operation not allowed.                                                                                                                                                                                                                                      | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex).getErrorCode () = CiscoJtapiException.CTIERR_OPERATION_NOT_ALLOWED.                  |
| After announcement finishes playing, call is disconnected. | GC2: CiscoAnnouncementEndedEv<br>GC2: TermConnDroppedEv CTIRD3<br>GC2: CallCtlTermConnDroppedEv CTIRD3<br>GC2: ConnDisconnectedEv Unknown<br>GC2: CallCtlConnDisconnectedEv Unknown<br>GC2: ConnDisconnectedEv 9202<br>GC2: CallCtlConnDisconnectedEv 9202<br>GC2: CallInvalidEv<br>GC2: CallObservationEndedEv | CiscoAnnouncementEndedEv.getSuccess () = true.<br><br>CiscoAnnouncementEndedEv.getErrorCode () = 0<br><br>CiscoAnnouncementEndedEv.getErrorDescription () = No Error |

## Play Zip Tone

A and B represents the terminals. TermConnB represents the Cisco terminal connection of Terminal B. TermConnCTI1 represents the Cisco terminal connection of terminal CTI1. CTI1 is a Cisco media terminal.

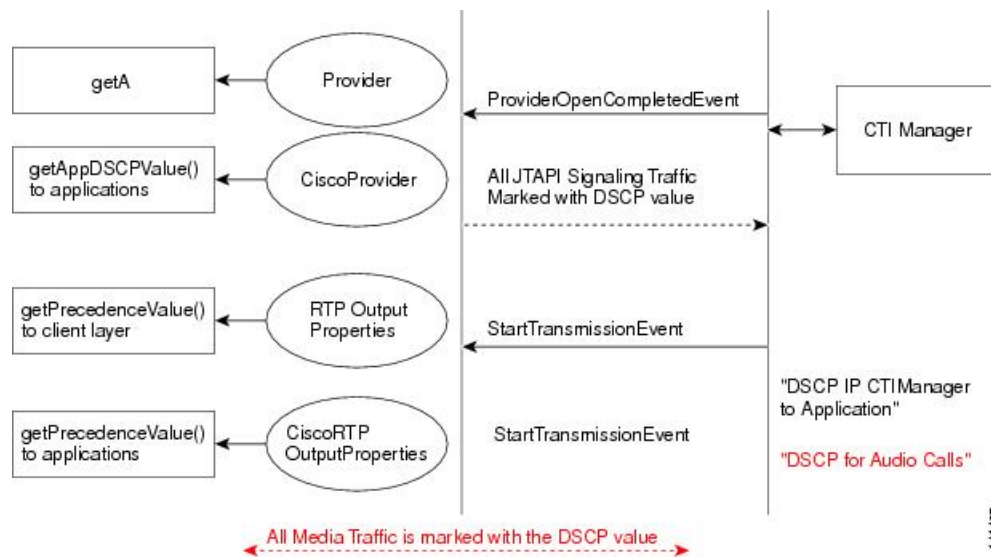
| SI.No | Scenario                                                                                                                      | Events/Response                                     |
|-------|-------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|
| 1.    | A calls B. B answers the call and the application invokes TermConnB.playTone(CiscoTone.ZIPTONE, CiscoCall.PLAYTONE_LOCALONLY) | User on B hears the ZIP tone.                       |
| 2.    | A calls B. B answers the call and application invokes TermConnB.playTone(CiscoTone.ZIPTONE, CiscoCall.PLAYTONE_REMOTEONLY)    | User on A hears the ZIP tone.                       |
| 3.    | A calls B. B is alerting. Application calls TermConnB.playTone(CiscoTone.ZIPTONE, CiscoCall.PLAYTONE_LOCALONLY)               | Tone is heard by user B.                            |
| 4.    | A calls CTI1. Call is answered by CTI1. Application calls TermCTI.playTone(CiscoTone.ZIPTONE, CiscoCall.PLAYTONE_LOCALONLY)   | PlatformException is thrown to application request. |



| Sl.No | Scenario                                                                                                                          | Events/Response                                  |
|-------|-----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| 5.    | A calls CTI1. Call is answered by CTI1. Application calls TermConnCTI1.playTone(CiscoTone.ZIPTONE, CiscoCall.PLAYTONE_REMOTEONLY) | User on A hears the ZIP tone.                    |
| 6.    | A, B and CTI1 are in conference. Application calls TermConnB.playTone(CiscoTone.ZIPTONE, CiscoCall.PLAYTONE_LOCALONLY)            | User on B hears the ZIP tone.                    |
| 7.    | A, B and CTI1 are in conference. Application calls TermB.playTone(CiscoTone.ZIPTONE, CiscoCall.PLAYTONE_REMOTEONLY)               | None of the users on A, B and CTI hear the tone. |

## QoS Support

Figure 21: Call Flow Diagram for QoS Support



## JTAPI QoS

For QoS to work in Windows, complete the following steps:

1. Start Registry Editor (Regedt32.exe).
2. Go to the following key:

HKEY\_LOCAL\_MACHINE\System\CurrentControlSet\Services\Tcpip\Parameters\



**Note** The registry key is one path.

1. On the Edit menu, click Add Value.
2. Type DisableUserTOSSetting.
3. Click REG\_DWORD in the Data Type box.
4. Click OK.
5. Enter 0 in the prompt box.
6. Quit the Registry Editor.
7. Restart the computer.

For more information on this see <http://support.microsoft.com/default.aspx?scid=kb;en-us;248611>

| Scenario                                                                                                               | JTAPI Behavior                                                                                   |
|------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------|
| Application uses the JTAPI getPrecedenceValue() API to query for the new DSCP value, in CiscoRTPOutputStartedEvent.    | JTAPI returns the DSCP value received from CTI in StartTransmissionEvent to the application.     |
| Application uses the JTAPI getAppDSCPValue() API to query for the new DSCP value, when it gets ProviderInServiceEvent. | JTAPI returns the DSCP value received from CTI in ProviderOpenCompletedEvent to the application. |

## QSIG Path Replacement

The following table shows the JTAPI events that are delivered to applications when calls between PBXs that are connected by Q.Signaling (QSIG) trunks are transferred and forwarded. This table also shows the events that are delivered to applications when the real-time path (RTP) is optimized by the QSIG Path Replacement feature.

Calls going out on a QSIG trunk may not have a connection for the far end if any translation pattern is changing the pattern. In other words, when the application sees two calls in the trombone case, B may not serve as the common connection on the calls.

| No. | Action                                                                                                                                                                                                                                                                                                                                                       | Event                                                                                                                                                                                                                            |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | <p>A registered with CM1, B is registered with CM2, and C registered with CM3.</p> <p>A calls B (GC1); B transfers the call to C. The application is monitors C. The PR feature replaces the path after the call gets connected to C.</p> <p>The same action applies to scenarios that involve call forward at B. (The called party transfers the call.)</p> | <p>These events get delivered to applications:</p> <p>CallCtrlConnectionEstablishedEv A</p> <p>CallCtrlConnectionDisconnectEv B</p> <p>OpenLogicalChannelEvent if C is a CTI device (Dynamically registered CTIPorts and RP)</p> |

| No. | Action                                                                                                                                                                                                                                                                         | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|-----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2   | A registered with CM1, B registered with CM2, and C registered with CM3. B calls C; C answers; B transfers the call to A. A answers. The application is monitors only C. (The calling party transfers the call.)                                                               | <p>In this case, both A and C represent called parties when transfer completes. After the call is answered, PR replaces the path. In this case, A and C represent IP phones; the display will be updated as a part of PR feature operation, that makes either A or C as calling.</p> <p>JTAPI events:</p> <p>GC1: CallCtlConnEstablishedEv A<br/>GC1: CallCtlConnDisconnectedEv B</p>                                                                                                                                                                                                                                                                                |
| 3   | Trombone case: A registered to CM1, B registered to CM2, and C registered to CM1. A calls B (GC1); B answers and transfers the call to C (GC2). Path replacement connects A and C bypassing CM2. The application observes both A and C. (The called party transfers the call.) | <p>For GC1 Call Observer:</p> <p>GC1: CallCtlConnEstablishedEv C<br/>GC1: CallCtlConnDisconnected B</p> <p>Before the PR feature replaces the path, the application sees two calls: GC1 with connections to A and C (external) and GC2 with connections to C and A (external).</p> <p>When the PR feature replaces the path, either GC1 changes GC2, or GC2 changes to GC1.</p> <p>Assuming A's GCID changes from GC1 to GC2:</p> <p>GC1: CiscoCallChangedEv (oldGCID = GC1, newGCID = GC2)<br/>GC1: CallCtlConnDisconnected for A<br/>GC1: CallCtlConnDisconnected for C<br/>GC1: CallInValid<br/>GC2: TermConnTalkingEvent for TerminalA cause = CAUSE_QSIG_PR</p> |

| No. | Action                                                                                                                                                                                                                                                | Event                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 4   | Trombone case: A registered to CM1, B registered to CM2, and C registered to CM1. B calls A and transfers the call to C. Path replacement connects A and C, bypassing CM2. Application observes both A and C. (The calling party transfers the call.) | <p>Before the PR feature replaces the path, the application will see two calls: GC1 with connections to A and B (external) and GC2 with connections to C and B (external). In this case, the application will not see any transfer start events.</p> <p>When PR feature replaces the path, it updates the display of A and C and path gets replaced, resulting in a GCID change. Assuming A's GCID is changed and made the calling party, the following JTAPI events occur:</p> <p>GC1: CiscoCallChangedEv (GC1 to GC2)</p> <p>GC1: CallCtlConnDisconnected for A</p> <p>GC1: CallCtlConnDisconnected for C</p> <p>GC1: CallInvalid</p> <p>GC2: ConnCreatedEv A</p> <p>GC2: ConnConnectedEv A</p> <p>GC2: TermConnTalkingEvent for TerminalA cause = CAUSE_QSIG_PR</p> |
| 5   | A registered to CM1, B registered to CM2, and C registered to CM1. A calls B; B transfers the call to C. C answers and before path replacement completes, C invokes a feature (park, redirect, and so on).                                            | Path replacement gets abandoned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 6   | In some conditions, call processing ignores feature requests (redirect, park, transfer, and so on). This happens when a setup request is sent out, and the local CM is waiting for connect from the other end.                                        | <p>JTAPI:</p> <p>Exception will be thrown from JTAPI for feature requests.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 7   | In some cases, the application could receive dead air when CM goes down when the PR feature is trying to switch the RTP path. This could happen to a previously connected call.                                                                       | <p>No events</p> <p>JTAPI Apps: Hang up the call</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

## Recording Use Cases

### Expose ClusterID in CiscoProvider Interface

| Actions                                           | Events          | Call Info                         |
|---------------------------------------------------|-----------------|-----------------------------------|
| Start application and initialize JTAPI            |                 |                                   |
| Add provider observer                             | ProvInServiceEv |                                   |
| Application calls<br>ciscoProvider.getClusterID() |                 | JTAPI returns 'StandAloneCluster' |

|                                                                                  |                                     |                                                                              |
|----------------------------------------------------------------------------------|-------------------------------------|------------------------------------------------------------------------------|
| Admin changes the clusterID to '3NodeClusterinSanJose' and restarts the services |                                     |                                                                              |
|                                                                                  | ProvOutOfService<br>ProvInServiceEv | Application calls getClusterID() - JTAPI returns '<br>3NodeClusterinSanJose' |

### Multi-Clusters Gateway Recording Use Cases

Test configurations Specification:

- Cluster 1 = SME Cluster with 1 PUB and 1 SUB (Note: Only use DN's 2xxx, 3xxx, 9xxx)
- Cluster 2 = External Cluster (Note: Only use DN's 1xxx, 4xxx)
- Cluster 3 = Leaf Cluster (Note: Only use DN's 5xxx, 6xxx)

Assumption: All devices have BIB enabled unless specified in the detailed test cases. CTIRD does not support BIB.

- Cluster 1 and Cluster 2 are connected thru SIP GW which is recording enabled.
- Cluster 1 and Cluster 3 are connected thru SIP trunk ICT.
- Cluster 2 and Cluster 3 are connected thru SIP trunk ICT.

On Cluster 1 Route-Patterns:

- 180.XXXX: SIP ICT trunk from cluster 1 to cluster 3, calledPartyTransformation: remove PreDot.
- 171.XXXX: SIP GW from cluster 1 to cluster 2, calledPartyTransformation: remove PreDot.

On Cluster 2 Route-Patterns:

- 172.XXXX: SIP GW from cluster 2 to cluster 1, calledPartyTransformation: remove PreDot.
- 172180.XXXX: SIP GW from cluster 2 to cluster 1 to cluster 3, calledPartyTransformation: remove PreDot.
- 180.XXXX: SIP ICT trunk from cluster 2 to cluster 3 directly, calledPartyTransformation: remove PreDot.

On Cluster 3 Route-Patterns:

- 172.XXXX: SIP ICT trunk from cluster 3 to cluster 1, calledPartyTransformation: remove PreDot.
- 172171.XXXX: SIP GW from cluster 3 to cluster 1 to cluster 2, calledPartyTransformation: remove PreDot.
- 171.XXXX: SIP ICT trunk from cluster 3 to cluster 2 directly, calledPartyTransformation: remove PreDot.

# Recording IP Phones

## Scenario 1

IP phones (Basic): Multi-Clusters Gateway preferred with auto recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone B (SEP8E0E) has line B1:4006                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recorder B:2000</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEP3B5F) has line A1 3601 configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. Verify A1 have recording type AUTO_RECORDING</li> <li>4. A1 (cluster3) call B1 (cluster2) (e.g. 3602 call 1721714006)</li> <li>5. B1 answers the call</li> <li>6. A1 drops</li> </ol> | <p>Step 3- Check A1 and B1 CiscoAddres.AUTO_RECORDING</p> <p>Step 5- Check two recording sessions established on A1 and B1.</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name – SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Check B1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = recorder B device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE .getMediaForkingDeviceName() = device name of B .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster2</pre> <p>Step 6- Check A1 and B1 get CiscoTermConnRecordingEndEv and disconnect on recorders.</p> |

**Scenario 2**

IP phones (Basic): Multi-Clusters Gateway preferred with auto recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone B (SEP8E0E) has line B1:4006                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recorder B:2000</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEP3B5F) has line A1 3601 configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. Verify A1 have recording type SELECTIVE_RECORDING</li> <li>4. A1 calls B1 (3601 calls 1721714006)</li> <li>5. B1 answers</li> <li>6. A1 requests startRecording(app)</li> <li>7. A1 requests stopRecording()</li> <li>8. A1 disconnects B1</li> </ol> | <p>Step 3- Check A1 CiscoAddr.SELECTIVE_RECORDING</p> <p>Step 5- Check auto recording started on B1.</p> <p>Check B1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check B1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = recorder B device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE .getMediaForkingDeviceName() = device name of B .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster2</pre> <p>Step 6-</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name – SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check A1 get CiscoTermConnRecordingEndEv and disconnect on recorders.</p> |

**Scenario 3**

IP phones (Basic): Multi-Clusters Gateway preferred with press key invoke recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone B (SEP723F) has line B1:4008                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recorder B:2000</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEPDB17) has line A1 2303 configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. Verify A1 have recording type SELECTIVE_RECORDING</li> <li>4. A1 calls B1 ( 2303 calls 1721714008)</li> <li>5. B1 answers</li> <li>6. Press recording key on A</li> <li>7. A1 disconnects B1</li> </ol> | <p>Step 3- Check A1 and B1 CiscoAddres.SELECTIVE_RECORDING</p> <p>Step 6-Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre> .getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_DEVICE  .getTerminalName() = central recorder device name  .getAddress() = Recording profile (DN 2000)  .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW  .getMediaForkingDeviceName() = SIP trunk device name – SIP GW  .getProtocolReferenceGUID() =  .getMediaForkingClusterID() = name of cluster1                     </pre> |



**Scenario 4**

IP phones (Basic): Multi-Clusters Gateway preferred with selective recording and Cluster 1 fork media to branch recorder on cluster3

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone B (SEP723F) has line B1:4008                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recorder B:2000</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEPDB17) has line A1 1623 configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile2: 1802000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. A1 call B1 (1623 call 1721714008)</li> <li>4. B1 answer the call</li> <li>5. Start silent recording on A1</li> <li>6. Stop recording on A1</li> <li>7. A1 drop</li> </ol> | <p>Step 5- Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A2 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT .getTerminalName() = SIPICT-To-Cluster3 .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk name – SIP GW.getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 6- Check A1 get CiscoTermConnRecordingEndEv</p> |

**Scenario 5**

IP phones (Basic): Multi-Clusters Device preferred with selective recording and device fork media to central recorder

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone B (SEP723F) has line B1:4008                             <ul style="list-style-type: none"> <li>• selective recording enabled</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEPDB17) has line A1 2008 configured as:                             <ul style="list-style-type: none"> <li>• Device preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile2: 1722000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. A1 call B1 (A1 call 70662050</li> <li>4. B1 answer the call</li> <li>5. A1 request startRecording(app)</li> <li>6. A1 request stopRecording()</li> <li>7. A1 drop</li> </ol> | <p>Step 5-Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 1722000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE .getMediaForkingDeviceName() = device name of A .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster3</pre> <p>Step 6- Check A1 get CiscoTermConnRecordingEndEv and disconnect on recorder.</p> |

**Scenario 6**

IP phones (Basic): Multi-Clusters Hold and resume - Gateway preferred with automatic recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone B ( SEP8E0E) has line B1:4006                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recorder B:2000</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• Phone A ( SEP3B5F) has line A1 3602 configured as:</li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. A1 call B1 (3602 call 1721714006)</li> <li>4. B1 answer the call</li> <li>5. A1 put call on hold</li> <li>6. A1 resume the call</li> <li>7. A1 drop</li> </ol> | <p>Step 4-Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name – SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Check B1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = recorder B device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk 2 device name – SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster2</pre> <p>Step 5- Check A1 get CiscoTermConnRecordingEndEv</p> <p>Step 6- Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Step 7- Check A1 get CiscoTermConnRecordingEndEv</p> |

**Scenario 7**

IP phones (Basic): Hold and resume - Phone preferred with Selective Recording

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| <p>Phone A has line : 1506<br/>                 Phone B has line : 1504</p> <ul style="list-style-type: none"> <li>• Phone Preferred                         <ul style="list-style-type: none"> <li>• Selective Recording enabled On Phone B</li> <li>• Recorder Phone C : 1505</li> <li>• Recorder Phone D : 1503</li> <li>• recording profile: rec_profile : 1505</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider</li> <li>2. Observe A, B, C, D in Provl</li> <li>3. A call B (1506 calls 1504)</li> <li>4. B answer the call.</li> <li>5. Selective recording was initiated on Phone B.</li> <li>6. B put call on hold.</li> <li>7. B resumes the call.</li> <li>8. A drop the call.</li> </ol> | <p>Step 4-Check B get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check B TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN = 1505)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE</p> <p>.getMediaForkingDeviceName() = Phone Name</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster</p> <p>Check B TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = recorder B device name</p> <p>.getAddress() = Recording profile (DN 1505)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE</p> <p>.getMediaForkingDeviceName() = Phone name</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster</p> <p>Step 6- Check B get CiscoTermConnRecordingEndEv</p> <p>Step 7- Check B get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv</p> <p>Step 8- Check B get CiscoTermConnRecordingEndEv</p> |
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**Scenario 8**

IP phones (Basic): Multi-Clusters Multiple calls - Gateway preferred with automatic recording

| Setup and Action | Events and Call Info |
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| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone B (SEP8E0E) has line B1 1681                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recorder B:2000</li> </ul> </li> <li>• Phone C ( SEP723F) has line B1: 4008                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recorder B:2000</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEPD17) has line A1 3602 configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1, C1 in Prov2</li> <li>3. A1 call B1 (3602 call 1721714006)</li> <li>4. B1 answer the call</li> <li>5. A1 put call on hold</li> <li>6. A1 call C1 (3602 call 1721714008)</li> <li>7. C1 answer</li> <li>8. A1 retrieve first call</li> <li>9. A1 retrieve second call</li> <li>10. A1 drop second call</li> </ol> | <p>Step 4- Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recording device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name – SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 5- Check A1 get CiscoTermConnRecordingEndEv</p> <p>Step 7-Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv. (Recording is started on A1 for call A1-&gt;C1)</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name – SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 8- Retrieve first call. Check A1 get CiscoTermConnRecordingEndEv (for A1-&gt;C1)</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv (for A1-&gt;B1)</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name – SIP GW .getProtocolReferenceGUID() =</pre> |

| Setup and Action              | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p>11. A1 drop first call</p> | <pre> .getMediaForkingClusterID() = name of cluster1  Step 9- Retrieve second call. Check A1 get CiscoTermConnRecordingEndEv (for A1-&gt;B1)  Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv (for A1-&gt;C1)  Check A1 TermConnection.getCiscoRecorderInfo(): .getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name – SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1                     </pre> |

## CTI Remote Devices Use Cases

### Scenario 9

CTI Remote Devices (Basic): Multi-Clusters Gateway preferred with automatic recording- IP phone (cluster3) call remote device (cluster1)

| Setup and Action | Events and Call Info |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> <li>• Mobile through PSTN GW in Cluster 1</li> <li>• devB (CTIRD3) has line B1:9008 (active remote destination: 1711681 on cluster2) configured as:             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone C has line C1 (1681)</li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEP3B5F) has line A1 (3601) configured as:             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recording profile:rec_profile2: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. A1 (cluster 3) call B1 (cluster1) (3601 call 1729008)</li> <li>4. Remote destination on cluster 2 answer the call</li> <li>5. A1 drop</li> </ol> | <p>Step 4- Check auto recording started on A1.</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 5- Check A1 get CiscoTermConnRecordingEndEv</p> <p>Note: Auto recording start on B1 (new changes)</p> <p>Step 4-</p> <p>Check B1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check B1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 5- Check B1 get CiscoTermConnRecordingEndEv</p> |
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**Scenario 10**

CTI Remote Devices (Basic): Multi-Clusters Gateway preferred with silent recording- IP phone (cluster3) call remote device (cluster2)

| Setup and Action | Events and Call Info |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> <li>• Mobile through PSTN GW in Cluster 1</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• devB (CTI_RD3) has line B1:1625 (remote destination: 1722602 on cluster 1) configured as:             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEP3B5F) has line A1 (3601) configured as:             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. A1 call B1 (3601 calls 1721711620)</li> <li>4. Remote destination on cluster 1 answer the call</li> <li>5. Start silent recording on A1</li> <li>6. Start silent recording on B1</li> <li>7. Stop recording on A1</li> <li>8. A1 drop</li> </ol> | <p>Step 5- Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check A1 get CiscoTermConnRecordingEndEv</p> <p>Note: Auto recording start on B1 (new changes)</p> <p>Step 6-</p> <p>Check B1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check B1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check B1 get CiscoTermConnRecordingEndEv</p> |
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**Scenario 11**

CTI Remote Devices (Basic): Multi-Clusters Gateway preferred with automatic recording- Remote device (cluster3) call Remote device (cluster2)

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| <b>Setup and Action</b> | <b>Events and Call Info</b> |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> <li>• Mobile through PSTN GW in Cluster 1</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• devB (remote device CTI_RD2) has line B1:1624 (remote destination: 2303 on cluster 1) configured as:             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• devA (remote device CTI_RD3) has line A1 1622 (remote destination: 9000 on cluster 1) configured as:             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recording profile:rec_profile2: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. A1 (cluster 3) call B1 (cluster2)</li> <li>4. Call is offered to devA’s remote destination</li> <li>5. Remote destination of devA answer</li> <li>6. Call is offered to B1</li> <li>7. DevB’s remote destination answer the call</li> <li>8. Remote destination of devB drop (or devB drop)</li> </ol> | <p>Step 7- Check auto recording started on A1.</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> |
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**Scenario 12**

CTI Remote Devices (Basic): Multi-Clusters Hold and resume with automatic recording-IP phone call (cluster3) remote device (cluster2)

| Setup and Action | Events and Call Info |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> <li>• Mobile through PSTN GW in Cluster 1</li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• devB (CTI_RD3) has line B1:1620 (remote destination: 1722602 on cluster 1) configured as:             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• devA (IP phone) has line 3602 configured as:             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• auto recording enabled</li> <li>• recording profile:rec_profile2: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1 in Prov3, B1 in Prov2</li> <li>3. A1 (cluster 3) call B1 (cluster2)</li> <li>4. Remote destination of devB answer the call</li> <li>5. A1 put call on hold</li> <li>6. A1 resume the call</li> <li>7. A1 drop</li> </ol> | <p>Step 4- Check auto recording started on A1.</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster 1</pre> <p>Step 5- Check A1 get CiscoTermConnRecordingEndEv</p> <p>Step 6- Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster 1</pre> <p>Step 7- Check A1 get CiscoTermConnRecordingEndEv</p> |
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# Feature Interaction: Recording Use Cases

## Scenario 13

FI: Redirect - IP phone (cluster3) call auto recording remote device (cluster1), redirect to IP phone (cluster3)

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• “Allow trunk use GW recording” is enabled</li> <li>• Central recorder: 2000</li> <li>• Mobile through PSTN GW in Cluster 1</li> <li>• devRD (CTIRD3) has line RD1:9008 (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• automatic recording enabled</li> </ul> </li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• Phone D (RDD) has line D1 (1681)</li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• Branch recorder: 2000</li> <li>• Phone A (SEP3B5F) has line A1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• Phone B (SEPDB17) has line B1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe A1, B1 in Prov3, D1 in Prov2, RD1 in Prov1</li> <li>3. A1 (cluster3) call RD1 (cluster1) (3601 call 1729008)</li> <li>4. Remote destination on cluster 2 answer the call</li> <li>5. A1 redirect to B1</li> <li>6. B1 disconnect the call</li> </ol> | <p>Step 4- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 5- Check RD1 get CiscoTermConnRecordingEndEv</p> <p>Step 5- Check auto recording restarted on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 6- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 14**

FI: Redirect -devRD (cluster1/SME), RDD (cluster2), A(cluster3/leaf) and B (cluster3/leaf) - RD auto recording and RD redirect

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Events and Call Info |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <p>Cluster 1:</p> <ul style="list-style-type: none"> <li>• Central recorder: 2000</li> <li>• devRD (CTIRD3) has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• automatic recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Cluster 2:</p> <ul style="list-style-type: none"> <li>• RDD has line RDD1 (1681)</li> </ul> <p>Cluster 3:</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devA (SEPDB17) has line A1 (2008) configured as:                             <ul style="list-style-type: none"> <li>• Phone preferred</li> <li>• auto recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• devB (SEP3B5F) has line B1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1 in Prov1, RDD1 in Prov2, A1, B1 in Prov3</li> <li>3. A1 (cluster3) call RD1 (cluster1)</li> <li>4. Remote destination on cluster 2 answer the call</li> <li>5. RD1 redirect to B1 (cluster3)</li> <li>6. B1 answer</li> </ol> |                      |

| Setup and Action | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <p>Step 4- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <ul style="list-style-type: none"> <li>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</li> <li>.getTerminalName() = central recorder device name</li> <li>.getAddress() = Recording profile (DN 2000)</li> <li>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</li> <li>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</li> <li>.getProtocolReferenceGUID() =</li> <li>.getMediaForkingClusterID() = name of cluster1</li> </ul> <p>Step 4- Check auto recording started on A1.</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <ul style="list-style-type: none"> <li>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</li> <li>.getTerminalName() = branch recorder device name</li> <li>.getAddress() = Recording profile (DN 2000)</li> <li>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE</li> <li>.getMediaForkingDeviceName() = device name of A</li> <li>.getProtocolReferenceGUID() =</li> <li>.getMediaForkingClusterID() = name of cluster3</li> </ul> <p>Step 5: Check Recording retriggered on A1</p> <p>Check A1 get CiscoTermConnRecordingEndedEv.</p> <p>Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check A1 TermConnection.getCiscoRecorderInfo():</p> <ul style="list-style-type: none"> <li>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</li> <li>.getTerminalName() = branch recorder device name</li> <li>.getAddress() = Recording profile (DN 2000)</li> <li>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_PHONE</li> <li>.getMediaForkingDeviceName() = device name of A</li> </ul> |

| Setup and Action | Events and Call Info                                                            |
|------------------|---------------------------------------------------------------------------------|
|                  | .getProtocolReferenceGUID() =<br>.getMediaForkingClusterID() = name of cluster3 |

**Scenario 15**

FI: Redirect- devRD (leaf), RDD (SME), A (SME) and B (cluster2) - RD auto recording and A redirect

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Events and Call Info |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|
| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTI_RD3) on cluster 3 has line RD1 (1622) (active remote destination: 1729000 on cluster1) configured as:                             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 1.</p> <ul style="list-style-type: none"> <li>• devA (SEP334F) on cluster 1 has line A1 (2205) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• devB (SEP723F) on cluster 2 has line B1 (4008) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1 in Prov1, RDD1 in Prov2, A1, B1 in Prov3</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. A1 redirect to B1</li> <li>6. B1 answer</li> <li>7. Close RD1 and reopen RD1 (unobserved and reobserve RD1)</li> <li>8. RD1 disconnects the call</li> </ol> |                      |



| Setup and Action | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | <p>Step 4- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 6- Recording retriggered on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 7-</p> <p>Check RD1 CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> |

| Setup and Action | Events and Call Info                                                                                   |
|------------------|--------------------------------------------------------------------------------------------------------|
|                  | .getMediaForkingClusterID() = name of cluster 1<br>Step 8- Check RD1 get CiscoTermConnRecordingEndedEv |

**Scenario 16**

FI: Redirect- devRD (SME), RDD (leaf), A (leaf) and B (cluster2) - RD silent recording and A redirect

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Branch recorder: 2000</li> <li>devRD (CTIRD4) on cluster 1 has line RD1 (9008) (active remote destination: 1802303 on cluster3) configured as:                             <ul style="list-style-type: none"> <li>selective recording enabled</li> <li>GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 3.</p> <ul style="list-style-type: none"> <li>devA (SEP3B5F) on cluster 3 has line A1 (3601) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>recording profile:rec_profile1: 2000</li> </ul> </li> <li>devB (SEP723F) on cluster 2 has line B1 (4008) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>Open provider Prov1, Prov2, Prov3</li> <li>Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>A1 call RD1</li> <li>Remote destination answer the call</li> <li>App start silent recording on RD1</li> <li>A1 redirect to B1 thru GW (i.e. A1 redirect to 171XXXX)</li> <li>B1 answer</li> <li>Start app recording on RD1</li> <li>App stop recording on RD1</li> </ol> | <p>Step 5- Start recording should fail on RD1 (error = CTIERR_RESOURCE_NOT_AVAILABLE??)</p> <p>Step 8- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION _INITIATED_SILENT  .getTerminalName() = central recorder device name  .getAddress() = Recording profile (DN 2000)  .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_ DEVICE_TYPE_GW  .getMediaForkingDeviceName() = SIP trunk device name - SIP GW  .getProtocolReferenceGUID() =  .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 9- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 17**

FI: Transfer- devRD (SME), RDD (cluster2), A (leaf) and B (leaf) - RD auto recording and A transfer

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Branch recorder: 2000</li> <li>devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>auto recording enabled</li> <li>GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>devA (SEP3B5F) on cluster 3 has line A1 (3601) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>recording profile:rec_profile1: 2000</li> </ul> </li> <li>devB (SEPDB17) on cluster 3 has line B1 (2303) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>Open provider Prov1, Prov2, Prov3</li> <li>Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>A1 call RD1</li> <li>Remote destination answer the call</li> <li>A1 setup transfer to B1</li> <li>B1 answer</li> <li>A1 complete transfer</li> <li>B1 disconnects the call</li> </ol> | <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 6- Complete Transfer. Recording retriggered on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 8- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 18**

FI: Direct Transfer- devRD (SME), RDD (cluster2), A (leaf) and B (leaf) - RD auto recording and A direct transfer

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEP3B5F) on cluster 3 has line A1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• devB (SEPDB17) on cluster 3 has line B1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. A1 call B1</li> <li>6. B1 answer</li> <li>7. App send direct transfer request on A1 with primary call = A1-RD1</li> <li>8. RD1 disconnects the call</li> </ol> | <p>Step 4- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- B1 and RD1 are connected. Recording retriggered on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 8- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 19**

FI: Conference- devRD (leaf), RDD (cluster2), A (SME) and B (SME) - RD silent recording and A conference

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Branch recorder: 2000</li> <li>devRD (CTI_RD3) on cluster 3 has line RD1 (1621) (active remote destination: 1721711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>auto recording enabled</li> <li>GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>devA (IP10) on cluster 1 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>recording profile:rec_profile1: 2000</li> </ul> </li> <li>devB (SEP334F) on cluster 1 has line B1 (2205) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>Open provider Prov1, Prov2, Prov3</li> <li>Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>A1 call RD1</li> <li>Remote destination answer the call</li> <li>Start silent recording on RD1</li> <li>A1 setup conference to B1</li> <li>B1 answer</li> <li>A1 complete conference</li> <li>Close line RD1 and reopen line RD1</li> <li>App stop recording on RD1</li> <li>RD disconnects the call</li> </ol> | <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 8- A1 complete conference. A1, B1 and RD1 are in conference. Recording *not* retrIGGERED on RD1.</p> <p>Step 9- Check RD1 get ExistingCallEvent and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 10- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

### Scenario 20

FI: Join calls - devRD (SME), RDD (cluster2), A (leaf) and B (leaf) - RD auto recording and A join calls

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEP3B5F) on cluster 3 has line A1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• devB (SEPDB17) on cluster 3 has line B1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. B1 call A1</li> <li>6. A1 answer</li> <li>7. A1 join two calls wit primary call = A1 –RD1 call</li> <li>8. RD1 disconnects the call</li> </ol> | <p>Step 4- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- A1, B1 and RD1 are in conference. Recording *not* retrigged on RD1.</p> <p>Step 8- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 21**

FI: JAL- devRD (SME), RDD (cluster2), A1, A2 and B (leaf) - RD silent recording and A1 does JAL

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEPDB17) on cluster 3 has line A1 (2303) and A2 (1623) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• devB (SEP3B5F) on cluster 3 has line B1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. Start silent recording on RD1</li> <li>6. A2 call B1</li> <li>7. B1 answer</li> <li>8. A1 join two calls with primary call = A1 RD1</li> <li>9. Stop recording on RD1</li> <li>10. RD1 disconnects the call</li> </ol> | <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION _INITIATED_SILENT  .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000)  .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_ DEVICE_TYPE_GW  .getMediaForkingDeviceName() = SIP trunk device name - SIP GW  .getProtocolReferenceGUID() =  .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- A2 and B1 are connected.</p> <p>Step 8- JAL. A1, B1 and RD1 in conference. Recording *not* retrIGGERED on RD1.</p> <p>Step 9- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 22**

FI: Drop any party- devRD (SME), RDD (cluster2), A (leaf) and B (leaf) - RD auto recording and A drop B from conference

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Events and Call Info |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEP3B5F) on cluster 3 has line A1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• devB (SEPDB17) on cluster 3 has line B1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. A1 set up conference to B1</li> <li>6. B1 answer</li> <li>7. A1 complete conference</li> <li>8. Reopen RD1</li> <li>9. A drop B from conference</li> <li>10. RD1 disconnects the call</li> </ol> |                      |



| Setup and Action | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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|                  | <p>Step 4- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- A1 complete conference. A1, B1 and RD1 are in conference. Recording *not* retriggered on RD1.</p> <p>Step 8- Check RD1 get ExistingCallEvent and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 9- A drop B. A1 and RD1 are connected as two parties call. Recording retriggered on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</pre> |

| Setup and Action | Events and Call Info                                                                                                                                                                                     |
|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | .getMediaForkingDeviceName() = SIP trunk device name - SIP GW<br>.getProtocolReferenceGUID() =<br>.getMediaForkingClusterID() = name of cluster1<br>Step 10- Check RD1 get CiscoTermConnRecordingEndedEv |

**Scenario 23**

FI: EM- devRD (leaf), RDD (cluster2), A (SME) - RD auto recording and A EM Login

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTI_RD3) on cluster 3 has line RD1 (1622) (active remote destination: 1721711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEPAB21) on cluster 1 has line A1 (9000) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• EM profile with line E1 (7788)</li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. EM login to devA with line E1</li> <li>4. E1 call RD1</li> <li>5. Remote destination answer the call</li> <li>6. E1 disconnect call</li> <li>7. EM logout</li> </ol> | <p>Step 5- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() =<br/>CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() =<br/>CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 7- EM logout succeed.</p> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 24**

Hunt list - devRD (leaf), RDD (cluster2), A (SME), B (SME) and HP(SME) - RD selective recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTI_RD3) on cluster 3 has line RD1 (1621) (active remote destination: 1721711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (IP9) on cluster 1 has line A1 (2302) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• devB (RP) on cluster 1 has line B1 (1500) configured as:                             <ul style="list-style-type: none"> <li>• no recording</li> </ul> </li> <li>• Cluster 1 (SME):                             <ul style="list-style-type: none"> <li>• Line Group: LG2: A1 and B1, top down</li> <li>• Hunt list: HL2:LG2</li> <li>• Hunt pilot: 3636 - HL2</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. RD1 call HP 3636 (1723636)</li> <li>4. After remote destination answer, call is offered to A1</li> <li>5. A1 answer</li> <li>6. App start recording on RD1</li> <li>7. App stop recording on RD1</li> <li>8. RD1 disconnects the call</li> </ol> | <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION _INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_ DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

### Scenario 25

FI: Call Park- devRD (SME), RDD (cluster2), A (leaf) - RD selective recording and A park and park reversion

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as                             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEPDB17) on cluster 3 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• recording profile:rec_profile1: 2000</li> </ul> </li> <li>• Call park number P1 on same cluster of A with park reversion number set to A1</li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. App start recording on RD1</li> <li>6. A1 park call to park number P1</li> <li>7. Wait for park reversion happen</li> <li>8. A1 answer the call</li> <li>9. App stop recording on RD1</li> <li>10. A1 disconnects the call</li> </ol> | <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION</pre> <pre>.getTerminalName() = central recorder device name</pre> <pre>.getAddress() = Recording profile (DN 2000)</pre> <pre>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</pre> <pre>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</pre> <pre>.getProtocolReferenceGUID() =</pre> <pre>.getMediaForkingClusterID() = name of cluster1</pre> <p>Step 6- Recording *not* retrigged on RD1.</p> <p>Step 7- Park Reversion happens. Recording retrigged on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION</pre> <pre>.getTerminalName() = central recorder device name</pre> <pre>.getAddress() = Recording profile (DN 2000)</pre> <pre>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</pre> <pre>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</pre> <pre>.getProtocolReferenceGUID() =</pre> <pre>.getMediaForkingClusterID() = name of cluster1</pre> <p>Step 8- A1 answers. Recording remains.</p> <p>Step 9- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 26**

FI: Barge- devRD (SME), RDD (cluster2), A (leaf), A' (leaf) - RD selective recording and A' does Barge

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEPDB17) on cluster 3 has line A1 (2010) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> </ul> </li> <li>• devA' (SEP1396) on cluster 3 has line A1' (2010) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. A1' does barge</li> <li>6. App start recording on RD1</li> <li>7. App stop recording on RD1</li> <li>8. RD1 disconnects the call</li> </ol> | <p>Step 5- A1' barge in succeeds. Check barge events.</p> <p>Step 6- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 27**

FI: Dpark- devRD (leaf), RDD (cluster2), A (SME), B (SME) - RD selective recording and A dpark and B retrieve

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Branch recorder: 2000</li> <li>devRD (CTI_RD3) on cluster 3 has line RD1 (1621) (active remote destination: 1721711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>selective recording enabled</li> <li>GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>devA (IP10) on cluster 1 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>rec_profile1: 2000</li> </ul> </li> <li>devB (SEP334F) on cluster 1 has line B1 (2205) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>rec_profile1: 2000</li> </ul> </li> <li>dpark DN: D1 (7001) is in same cluster of A, a prefix of 666 is to retrieve.</li> </ul> <ol style="list-style-type: none"> <li>Open provider Prov1, Prov2, Prov3</li> <li>Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>A1 call RD1</li> <li>Remote destination answer the call</li> <li>App start recording on RD1</li> <li>A1 transfer call to dPark number D1</li> <li>B1 calls dPark D1</li> <li>Stop recording on RD1</li> <li>B1 disconnects the call</li> </ol> | <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 6- Recording *not* retrigged on RD1.</p> <p>Step 7- B1 and RD1 are connected. Recording retrigged on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 8- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 28**

FI: Monitoring- devRD (SME), RDD (cluster2), A (leaf) and B (leaf) - RD selective recording and B start monitoring

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEPDB17) on cluster 3 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> <li>• devB (SEP3B5F) on cluster 3 has line B1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> <li>• devB is the Supervisor</li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. B1 start monitoring on A1</li> <li>6. App start recording on RD1</li> <li>7. App stop recording on RD1</li> <li>8. RD1 disconnects the call</li> </ol> | <p>Step 5- Check A1 get CiscoTermConnMonitoringStartEv.</p> <p>A1: CiscoTermConnMonitorTargetInfoEv</p> <p>B1: CiscoTermConnMonitorTargetInfoEv</p> <p>Step 6- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION _INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> <p>Check A1 get CiscoTermConnMonitoringEndEv.</p> |

**Scenario 29**

FI: Whisper coaching- devRD (leaf), RDD (cluster2), A (SME) and B (SME) - RD selective recording and B start whisper coaching

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTI_RD3) on cluster 3 has line RD1 (1622) (active remote destination: 1721711681 on cluster2) configured as: <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SIP2) on cluster 1 has line A1 (9001) configured as: <ul style="list-style-type: none"> <li>• no recording</li> </ul> </li> <li>• devB (SIP3) on cluster 1 has line B1 (9002) configured as: <ul style="list-style-type: none"> <li>• no recording</li> </ul> </li> <li>• devB is the Supervisor</li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answer the call</li> <li>5. B1 start whisper coaching on A1</li> <li>6. App start recording on RD1</li> <li>7. App stop recording on RD1</li> <li>8. RD1 disconnects the call</li> </ol> | <p>Step 5- Check A1 get MonitoringStartEvent.</p> <p>A1:CallAttributeInfoEvent with type = coaching</p> <p>B1:CallAttributeInfoEvent with type = coaching</p> <p>Step 6- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION _INITIATED_SILENT  .getTerminalName() = central recorder device name  .getAddress() = Recording profile (DN 2000)  .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_ DEVICE_TYPE_GW  .getMediaForkingDeviceName() = SIP trunk device name - SIP GW  .getProtocolReferenceGUID() =  .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> |



**Scenario 30**

FI: Agent Greeting- devRD (SME), RDD (cluster2), A (leaf) and B (leaf) - RD selective recording and B start agent greeting

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Branch recorder: 2000</li> <li>devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>selective recording enabled</li> <li>GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>devA (SEPDB17) on cluster 3 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>rec_profile1: 2000</li> </ul> </li> <li>devB (CTI1) on cluster 3 has line B1 (1600) configured as:                             <ul style="list-style-type: none"> <li>no recording</li> </ul> </li> <li>devB is the IVR</li> </ul> <ol style="list-style-type: none"> <li>Open provider Prov1, Prov2, Prov3</li> <li>Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>A1 call RD1</li> <li>Remote destination answer the call</li> <li>Start agent greeting on A1 with B1 as IVR DN</li> <li>App start recording on RD1</li> <li>App stop recording on RD1</li> <li>A1 disconnects the call</li> </ol> | <p>Step 5- Check A1 get CiscoMediaStreamStartedEv (CTI: sendMediaToBIBStartEvent).</p> <p>Step 6- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION _INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_ DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 31**

FI: Persistent connection- devRD (SME), RDD (cluster2), A (leaf) - RD auto recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEPDB17) on cluster 3 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. App makes CreatePersistentConnection() request on RD1</li> <li>4. A1 call RD1</li> <li>5. Remote device answer</li> <li>6. RD1 disconnects the call</li> </ol> | <p>Step 3- Persistent connection is created on RD1.</p> <p>Step 5- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 6- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 32**

FI: Call pick up- devRD (SME), RDD (cluster2), A (leaf), B (leaf)- RD selective recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                         <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (CTI1) on cluster 3 has line A1 (1600) configured as:                         <ul style="list-style-type: none"> <li>• no recording</li> </ul> </li> <li>• devB (SIP1) on cluster 3 has line B1 (9000) configured as:                         <ul style="list-style-type: none"> <li>• no recording</li> </ul> </li> </ul> <ul style="list-style-type: none"> <li>• A1 and B1 are in pick up group: PG_1</li> <li>• Service parameter: auto pick up enabled</li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. RD1 call B1</li> <li>4. After remote destination answer, call is offered to B1 and A1</li> <li>5. A1 pick up the call</li> <li>6. App start recording on RD1</li> <li>7. App stop recording on RD1</li> <li>8. RD1 disconnects the call</li> </ol> | <p>Step 5- After pickup, A1 and RD1 are connected.</p> <p>Step 6- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION _INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 33**

FI: CTI Failover- devRD (SME), RDD (cluster2), A (leaf) - RD selective recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD1) on cluster 1 has line RD1 (2303) (active remote destination: 1711623 on cluster2) configured as: <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD (CTI Port) on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEP3B5F) on cluster 3 has line A1 (3601) configured as: <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> <li>• devRD in device pool DPPS1 (ccm1 (cluster1 PUB), ccm2 (cluster1 SUB))</li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. RD1 call A1</li> <li>4. Remote destination answers, and then A1 answer</li> <li>5. App start recording on RD1</li> <li>6. Stop CTI Manager service on Pub1</li> <li>7. Open provider on Sub1 (SME/Cluster1)</li> <li>8. Reopen RD1</li> <li>9. App start recording on RD1</li> <li>10. RD1 disconnects the call</li> <li>11. Start CTI Manager service on Pub1</li> </ol> | <p>Step 4- A1 and RD1 are connected.</p> <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 6- Stop CTI Manager service on Pub1 successfully.</p> <p>Step 7- Open provider on Sub1 successfully.</p> <p>Step 8- Check RD1 get ExistingCallEvent and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 9- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 34**

FI: CPN- devRD (SME), RDD (cluster2), A (leaf) - RD selective recording

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
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| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Branch recorder: 2000</li> <li>devRD (CTIRD1) on cluster 1 has line RD1 (2303) (active remote destination: 1711623 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>selective recording enabled</li> <li>GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD (CTI Port) on cluster 2.</p> <ul style="list-style-type: none"> <li>devA (SEPDB17) on cluster 3 has line A1 (2010) configured as:                             <ul style="list-style-type: none"> <li>Phone preferred</li> <li>selective recording enabled</li> <li>rec_profile1: 2000</li> </ul> </li> <li>devRD in device pool DPPS1 (ccm1 (cluster1 PUB), ccm2 (cluster1 SUB))</li> <li>SIP trunk configured for CPN on SME/cluster1 and leaf, RD set up CPN also.</li> </ul> <ol style="list-style-type: none"> <li>Open provider Prov1, Prov2, Prov3</li> <li>Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>RD1 call A1</li> <li>Remote destination answers, and then A1 answer</li> <li>App start recording on RD1</li> <li>Stop CTI Manager service on Pub1</li> <li>Open provider on Sub1</li> <li>Reopen RD1</li> <li>App start recording on RD1</li> <li>RD1 disconnects the call</li> <li>Start CTI Manager service on Pub1</li> </ol> | <p>Step 4- A1 and RD1 are connected.</p> <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType()=CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT .getTerminalName()=central recorder device name .getAddress()=Recording profile (DN 2000) .getMediaForkingDeviceType()=CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName()=SIP trunk device name - SIP GW .getProtocolReferenceGUID()= .getMediaForkingClusterID()=name of cluster1</pre> <p>Step 6- Stop CTI Manager service on Pub1 successfully.</p> <p>Step 7- Open provider on Sub1 successfully.</p> <p>Step 8- Check RD1 get ExistingCallEvent and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType()=CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT .getTerminalName()=central recorder device name .getAddress()=Recording profile (DN 2000) .getMediaForkingDeviceType()=CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName()=SIP trunk device name - SIP GW .getProtocolReferenceGUID()= .getMediaForkingClusterID()=name of cluster1</pre> <p>Step 9- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 35**

FI: Redirect- local- devRD (leaf), RDD (cluster2), A (leaf) and B (leaf) - RD auto recording and A redirect

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTI_RD3) on cluster 3 has line RD1 (1622) (active remote destination: 1721711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• auto recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (SEP3B5F) on cluster 3 has line A1 (3601) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> <li>• devB (SEPDB17) on cluster 3 has line B1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answers, and then A1 answer</li> <li>5. A1 redirect to B1</li> <li>6. B1 answer</li> <li>7. RD1 disconnects the call</li> </ol> | <p>Step 4- Check auto recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 5- A1 redirects.</p> <p>Step 6- B1 answers. B1 and RD1 are connected. Recording retriggered on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <p>.getRecordingType() = CALL_RECORDING_TYPE_AUTOMATIC</p> <p>.getTerminalName() = central recorder device name</p> <p>.getAddress() = Recording profile (DN 2000)</p> <p>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</p> <p>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</p> <p>.getProtocolReferenceGUID() =</p> <p>.getMediaForkingClusterID() = name of cluster1</p> <p>Step 7- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 36**

FI: Transfer- local-devRD (SME), RDD (cluster2), A (SME) and B (SME) - RD selective recording and A transfer

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>"Allow trunk use GW recording" is enabled</li> <li>Branch recorder: 2000</li> <li>devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>selective recording enabled</li> <li>GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>devA (IP10) on cluster 1 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>rec_profile1: 2000</li> </ul> </li> <li>devB (SEP334F) on cluster 1 has line B1 (2205) configured as:                             <ul style="list-style-type: none"> <li>GW preferred</li> <li>selective recording enabled</li> <li>rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>Open provider Prov1, Prov2, Prov3</li> <li>Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>A1 call RD1</li> <li>Remote destination answers, and then A1 answer</li> <li>App start user recording on RD1</li> <li>A1 setup transfer to B1</li> <li>B1 answer</li> <li>A1 complete transfer</li> <li>Stop recording on RD1</li> <li>RD1 disconnects the call</li> </ol> | <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION</pre> <pre>.getTerminalName() = central recorder device name</pre> <pre>.getAddress() = Recording profile (DN 2000)</pre> <pre>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</pre> <pre>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</pre> <pre>.getProtocolReferenceGUID() =</pre> <pre>.getMediaForkingClusterID() = name of cluster1</pre> <p>Step 8- A1 complete transfer. B1 and RD1 are connected. Recording retriggered on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION</pre> <pre>.getTerminalName() = central recorder device name</pre> <pre>.getAddress() = Recording profile (DN 2000)</pre> <pre>.getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW</pre> <pre>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW</pre> <pre>.getProtocolReferenceGUID() =</pre> <pre>.getMediaForkingClusterID() = name of cluster1</pre> <p>Step 9- Check RD1 get CiscoTermConnRecordingEndedEv</p> |

**Scenario 37**

FI: Conference- local-devRD (SME), RDD (cluster2), A (SME) and B (SME) - RD selective recording and A conference

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Events and Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> <li>• devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:                             <ul style="list-style-type: none"> <li>• selective recording enabled</li> <li>• GW preferred</li> </ul> </li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ul style="list-style-type: none"> <li>• devA (IP10) on cluster 1 has line A1 (2303) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> <li>• devB (SEP334F) on cluster 1 has line B1 (2205) configured as:                             <ul style="list-style-type: none"> <li>• GW preferred</li> <li>• selective recording enabled</li> <li>• rec_profile1: 2000</li> </ul> </li> </ul> <ol style="list-style-type: none"> <li>1. Open provider Prov1, Prov2, Prov3</li> <li>2. Observe RD1, RDD1, A1, and B1 in Prov1/Prov2/Prov3 accordingly</li> <li>3. A1 call RD1</li> <li>4. Remote destination answers, and then A1 answer</li> <li>5. App start user recording on RD1</li> <li>6. A1 setup transfer to B1</li> <li>7. B1 answer</li> <li>8. A1 complete transfer</li> <li>9. App stop recording on RD1</li> <li>10. RD1 disconnects the call</li> </ol> | <p>Step 5- Check recording started on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 8- A1 complete conference. A1, B1 and RD1 are in conference. Recording retriggered on RD1.</p> <p>Check RD1 get CiscoTermConnRecordingEndedEv , CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.</p> <p>Check RD1 TermConnection.getCiscoRecorderInfo():</p> <pre>.getRecordingType() = CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION .getTerminalName() = central recorder device name .getAddress() = Recording profile (DN 2000) .getMediaForkingDeviceType() = CALL_RECORDING_MEDIA_FORKING_DEVICE_TYPE_GW .getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1</pre> <p>Step 9- Check RD1 get CiscoTermConnRecordingEndedEv</p> |



# Recording Fail Event

## Scenario 38

Failure Event: Hold Resume- auto recording on IP phone - devRD, A, C, D (SME) and RDD (cluster2)

| Setup and Action | Events and Call Info |
|------------------|----------------------|
|------------------|----------------------|

## Cluster 1 (SME):

- "Allow trunk use GW recording" is enabled
- Central recorder: 2000

## Cluster 2:

## Cluster 3 (leaf):

- "Allow trunk use GW recording" is enabled
- Branch recorder: 2000
- devRD (CTIRD1) on cluster 1 has line RD1 (2303) (active remote destination: 1711623 on cluster2) configured as:
  - selective recording enabled
  - GW preferred

## Remote Destination RDD on cluster 2.

- devA (SEP334F) on cluster 1 has line A1 (2206) configured as:
  - GW preferred
  - auto recording enabled
  - rec\_profile1: 2000
- devC (IP10) on cluster 1 has line C1 (3300) configured as:
  - GW preferred
  - auto recording enabled
  - rec\_profile1: 2000

- devD (SEP3925) on cluster 1 has line D1 (9002)

1. Open provider Prov1, Prov2, Prov3
2. Observe RD1, RDD1, A1, C1, and D1 in Prov1/Prov2/Prov3 accordingly
3. A1 call RD1
4. Remote destination answers, and then A1 answer
5. A1 put call on hold
6. C1 call D1, D1 answer
7. A1 resume

## Step 4- Check auto recording started on A1.

Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check A1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_GW

.getMediaForkingDeviceName() = SIP trunk device name - SIP GW

.getProtocolReferenceGUID() =

.getMediaForkingClusterID() = name of cluster1

Step 5- A1 put call on hold. Check A1 get CiscoTermConnRecordingEndedEv

## Step 6- Check auto recording started on C1.

Check C1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check C1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_PHONE

.getMediaForkingDeviceName() = Device name of C

.getProtocolReferenceGUID() =

.getMediaForkingClusterID() = name of cluster1

Step 7- A1 resume. No CiscoTermConnRecordingFailedEv.

Step 8- C1 drop. Check C1 get CiscoTermConnRecordingEndedEv

## Step 10- Check auto recording started on A1.

Check A1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check A1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_GW

|                            |                                                               |
|----------------------------|---------------------------------------------------------------|
| 8. C1 drop                 | .getMediaForkingDeviceName() = SIP trunk device name - SIP GW |
| 9. A1 put on hold          | .getProtocolReferenceGUID() =                                 |
| 10. A1 resume              | .getMediaForkingClusterID() = name of cluster1                |
| 11. A1 disconnect the call | Step 11- Check A1 get CiscoTermConnRecordingEndedEv           |

**Scenario 39**

Failure Event: Redirect- auto recording on CTI remote device - devRD, A, C, D, B, E (SME) and RDD (cluster2)

| Setup and Action | Events and Call Info |
|------------------|----------------------|
|------------------|----------------------|

## Cluster 1 (SME):

- "Allow trunk use GW recording" is enabled
- Central recorder: 2000

## Cluster 2:

## Cluster 3 (leaf):

- "Allow trunk use GW recording" is enabled
- Branch recorder: 2000
- devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:
  - auto recording enabled
  - GW preferred

## Remote Destination RDD on cluster 2.

- devA (SEP334F) on cluster 1 has line A1 (2205) configured as:
  - GW preferred
  - selective recording enabled
  - rec\_profile1: 2000
- devC (IP10) on cluster 1 has line C1 (3300) configured as:
  - GW preferred
  - auto recording enabled
  - rec\_profile1: 2000
- devD (SEP3925) on cluster 1 has line D1 (9002)
- devB (SEPAB21) on cluster 1 has line B1 (9000)
- devE (IP9) on cluster 1 has line E1 (2302)

1. Open provider Prov1, Prov2, Prov3
2. Observe RD1, RDD1, A1, B1, C1, D1, and E1 in Prov1/Prov2/Prov3 accordingly
3. A1 call RD1
4. Remote destination answers
5. Drop call from recorder
6. C1 call D1, D1 answer

## Step 4- Check auto recording started on RD1.

Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check RD1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_GW

.getMediaForkingDeviceName() = SIP trunk device name - SIP GW

.getProtocolReferenceGUID() =

.getMediaForkingClusterID() = name of cluster1

Step 5- Drop call from recorder. Check RD1 get CiscoTermConnRecordingEndedEv

## Step 6- Check auto recording started on C1.

Check C1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check C1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_PHONE

.getMediaForkingDeviceName() = Device name of C

.getProtocolReferenceGUID() =

.getMediaForkingClusterID() = name of cluster1

Step 7-. A1 redirect and B1 answer. No CiscoTermConnRecordingFailedEv.

Step 9- C1 drop. Check C1 get CiscoTermConnRecordingEndedEv

## Step 10- Check auto recording started on RD1.

Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check RD1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_GW

|                            |                                                               |
|----------------------------|---------------------------------------------------------------|
| 7. A1 redirect to B1       | .getMediaForkingDeviceName() = SIP trunk device name - SIP GW |
| 8. B1 answer               | .getProtocolReferenceGUID() =                                 |
| 9. C1 drop                 | .getMediaForkingClusterID() = name of cluster1                |
| 10. B1 redirect to E1      | Step 11- Check RD1 get CiscoTermConnRecordingEndedEv          |
| 11. E1 disconnect the call |                                                               |

**Scenario 40**

Failure Event: Transfer- auto recording on CTI remote device - devRD, A, C, D, B, E (SME) and RDD (cluster2)

| Setup and Action | Events and Call Info |
|------------------|----------------------|
|------------------|----------------------|

## Cluster 1 (SME):

- "Allow trunk use GW recording" is enabled
- Central recorder: 2000

## Cluster 2:

## Cluster 3 (leaf):

- "Allow trunk use GW recording" is enabled
- Branch recorder: 2000
- devRD (CTIRD3) on cluster 1 has line RD1 (9008) (active remote destination: 1711681 on cluster2) configured as:
  - auto recording enabled
  - GW preferred

## Remote Destination RDD on cluster 2.

- devA (SEP334F) on cluster 1 has line A1 (2205) configured as:
  - GW preferred
  - selective recording enabled
  - rec\_profile1: 2000
- devC (IP10) on cluster 1 has line C1 (3300) configured as:
  - GW preferred
  - auto recording enabled
  - rec\_profile1: 2000
- devD (SEP3925) on cluster 1 has line D1 (9002)
- devB (SEPAB21) on cluster 1 has line B1 (9000)
- devE (IP9) on cluster 1 has line E1 (2302)

1. Open provider Prov1, Prov2, Prov3
2. Observe RD1, RDD1, A1, B1, C1, D1, and E1 in Prov1/Prov2/Prov3 accordingly
3. A1 call RD1
4. Remote destination answers
5. Drop call from recorder
6. C1 call D1, D1 answer

## Step 4- Check auto recording started on RD1.

Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check RD1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_GW

.getMediaForkingDeviceName() = SIP trunk device name - SIP GW

.getProtocolReferenceGUID() =

.getMediaForkingClusterID() = name of cluster1

Step 5- Drop call from recorder. Check RD1 get CiscoTermConnRecordingEndedEv

## Step 6- Check auto recording started on C1.

Check C1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check C1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_PHONE

.getMediaForkingDeviceName() = Device name of C

.getProtocolReferenceGUID() =

.getMediaForkingClusterID() = name of cluster1

Step 9-. A1 complete transfer. No CiscoTermConnRecordingFailedEv.

Step 10- C1 drop. Check C1 get CiscoTermConnRecordingEndedEv

## Step 13- Check auto recording started on RD1.

Check RD1 get CiscoTermConnRecordingStartedEv and CiscoTermConnRecordingTargetInfoEv.

Check RD1 TermConnection.getCiscoRecorderInfo():

.getRecordingType() = CALL\_RECORDING\_TYPE\_AUTOMATIC

.getTerminalName() = central recorder device name

.getAddress() = Recording profile (DN 2000)

.getMediaForkingDeviceType() =

CALL\_RECORDING\_MEDIA\_FORKING\_DEVICE\_TYPE\_GW

|                                                                                                                                                                                                                                                                                      |                                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ol style="list-style-type: none"> <li>7. A1 setup transfer to B1</li> <li>8. B1 answer</li> <li>9. A1 complete transfer</li> <li>10. C1 drop</li> <li>11. B1 transfer to E1</li> <li>12. E1 answer</li> <li>13. B1 complete transfer</li> <li>14. E1 disconnect the call</li> </ol> | <pre>.getMediaForkingDeviceName() = SIP trunk device name - SIP GW .getProtocolReferenceGUID() = .getMediaForkingClusterID() = name of cluster1 Step 14- Check RD1 get CiscoTermConnRecordingEndedEv</pre> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

**Scenario 41**

Cluster ID in Open Provider: Open providers after changing cluster ID

| Setup and Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Events and Call Info                                                                                                                                                                                                               |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Cluster 1 (SME):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Central recorder: 2000</li> </ul> <p>Cluster 2:</p> <p>Cluster 3 (leaf):</p> <ul style="list-style-type: none"> <li>• "Allow trunk use GW recording" is enabled</li> <li>• Branch recorder: 2000</li> </ul> <p>Remote Destination RDD on cluster 2.</p> <ol style="list-style-type: none"> <li>1. Open provider on cluster 3 Leaf</li> <li>2. Change cluster ID on cluster 3 (e.g. "ClusterArcadia2013")</li> <li>3. Restart CTI and CCM services</li> <li>4. Provider is reopened on cluster 3 Leaf</li> <li>5. Change cluster ID on cluster 3 back to original (e.g. "ClusterID3")</li> <li>6. Restart CTI and CCM services</li> <li>7. Provider is reopened on cluster 3 Leaf</li> <li>8. Close provider</li> </ol> | <p>Step 4- After provider is reopened, check to see new cluster ID via VerifyProviderInfo on getClusterID.</p> <p>Step 4- After provider is reopened, check to see original cluster ID via VerifyProviderInfo on getClusterID.</p> |

# Secured Recording

## Secured Recording Use Cases

| Scenario                                                                                                                                                                                  | Expected Result                                                                                                                 | Info                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| <b>Scenario 1</b><br>1. Agent and recorder are encrypted<br>2. Customer is in a secured/non-secured call with the agent.<br>3. The agent initiates a request to record the call           | CallCtlTermConnTalkingEv TermA<br>Request succeeds<br>CiscoTermConnRecordingStartEv TermA<br>CiscoTermConnRecordingTargetInfoEv |                             |
| <b>Scenario 2</b><br>1. Agent is non-secured and recorder is encrypted<br>2. Customer is in a non-secured call with agent<br>3. Agent issues a request to record the call                 | CallCtlTermConnTalkingEv TermA<br>Request succeeds<br>CiscoTermConnRecordingStartEv TermA<br>CiscoTermConnRecordingTargetInfoEv |                             |
| <b>Scenario 3</b><br>1. Agent is encrypted and recorder is non-secured<br>2. Customer is in a secured/non-secured call with the agent<br>3. The agent issues a request to record the call | CallCtlTermConnTalkingEv TermA<br>CiscoTermConnRecordingStartEv<br>CiscoTermConnRecordingEndEv                                  | Cause = CAUSE_BCNAUTHORISED |
| <b>Scenario 4</b><br>1. Agent and Recorder are non-secured<br>2. Customer and Agent are in a non-secured call<br>3. Agent issues a request to record the call                             | CallCtlTermConnTalkingEv TermA<br>Request succeeds<br>CiscoTermConnRecordingStartEv termA<br>CiscoTermConnRecordingTargetInfoEv |                             |
| <b>Scenario 5</b><br>1. Agent and recorder are authenticated<br>2. Agent and customer are in a call<br>3. Agent issues a request to record the call                                       | CallCtlTermConnTalkingEv TermA<br>Request fails with exception                                                                  |                             |





| Meta Event Cause       | Call   | Event                                                                                                                                                    | Fields                                                                                          |
|------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| META_CALL_ADDING_PARTY | Call 1 | ConnCreatedEv for D<br>ConnConnectedEv for D<br>ConnEstablishedEv for D                                                                                  | CallingParty = A<br>CalledParty = B<br><b>LastRedirectedParty = C</b><br>CurrentCalledParty = D |
| META_CALL_REMOVE_PARTY | Call 1 | ConnDisconnectedEv for B<br>CallCtlConnDisconnectedEv for B<br>TermConnDroppedEv for B<br>CallCtlTermConnDroppedEv for B<br>CallObservationEndedEv for B | CallingParty = A<br>CalledParty = B<br><b>LastRedirectedParty = C</b><br>CurrentCalledParty = D |



**Note** The specified event group may not be in the same order and might change depending on where parties are present in the cluster, on the load, and other conditions.

**Scenario Two**

- A, B, and C do not appear in the Control list, and
- D is in the application control list.
- A calls B.
- B redirects the call to D with C as preferredOriginalCalledParty.

The application will see following events for party D:

| Meta Event Cause   | Call  | Event                                                                                                                                                                      | Fields                                                                                          |
|--------------------|-------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| META_CALL_STARTING | Call1 | CallActiveEv<br>ConnCreatedEv for D<br>ConnInProgressEv for D<br>CallCtlConnOfferedEv for D<br>ConnCreatedEv for A<br>CallCtlConnInitiatedEv for A                         | CallingParty = A<br>CalledParty = D<br><b>LastRedirectedParty = C</b><br>CurrentCalledParty = D |
| META_CALL_PROGRESS | Call1 | ConnAlertingEv for D<br>CallCtlConnAlertingEv for D<br>TermConnCreatedEv for D<br>CallCtlTermConnRinginEv for D<br>ConnConnectedEv for A<br>CallCtlConnEstablishedEv for A | CallingParty = A<br>CalledParty = D<br><b>LastRedirectedParty = C</b><br>CurrentCalledParty = D |
| META_CALL_PROGRESS | Call  | ConnConnectedEv for D<br>CallCtlConnEstablishedEv for D<br>TermConnActiveEv for D<br>CallCtlTermConnTalkingEv for D                                                        | CallingParty = A<br>CalledParty = D<br><b>LastRedirectedParty = C</b><br>CurrentCalledParty = D |

# Redirect to a Device

The following tables display message sequence charts for the Redirect enhancement that allows you to redirect calls to a specific device, even if that device is sharing a line with another device.

## CallRedirect to Shared Line with Device Name

In this use case devices A, B, C, and C' are IP phones where C and C' share a line. RP is the route point.

| Action                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CallInfo |
|-------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| A calls B and B answers | GC1 CallActiveEv A<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEv TermA<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TermB<br>GC1 TermConnRingingEv TermB<br>GC1 CallCtlTermConnRingingEv TermB<br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B |          |

| Action                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CallInfo                                                                                            |
|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| Application redirects the call from B to C using CiscoConnection.redirect() method with devcieName as C | GC1 ConnCreatedEv C<br>GC1 ConnInProgressEv C<br>GC1 CallCtlConnOfferedEv C<br>GC1 ConnAlertingEv C<br>GC1 CallCtlConnAlertingEv C<br>GC1 TermConnCreatedEv TermC<br>GC1 TermConnRingingEv TermC<br>GC1 CallCtlTermConnRingingEvImpl TermC<br>GC1 TermConnCreatedEv TermC'<br>GC1 TermConnPassiveEv TermC'<br>GC1 CallCtlTermConnInUseEv TermC'<br>GC1 TerConnDroppedEv TermB<br>GC1 CallCtlTermConnDroppedEv TermB<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconnectedEv B | CurrentCallingParty = A<br>CurrentCalledParty = C<br>Reason =<br>CiscoFeatureReason.REASON_REDIRECT |

**CallRedirect to Shared Line with Invalid Device Name**

In this use case devices A, B, C, and C' are IP phones where C and C' share a line. RP is the route point.

| Action                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | CallInfo                                                                                                    |
|---------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| A calls B and B answers                                                                                 | GC1 CallActiveEv A<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEV TermA<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TermB<br>GC1 TermConnRingingEv TermB<br>GC1 CallCtlTermConnRingingEv TermB<br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B |                                                                                                             |
| Application redirects the call from B to C using CiscoConnection.redirect() method with deviceName as D |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | InvalidPartyException caught:<br>geterrorCode() = CiscoJtapiException.<br>REDIRECT_CALL_INVALID_DEVICE_NAME |

**CallRedirect to Shared Line using selectRoute**

In this use case devices A, B, C, and C' are IP phones where C and C' share a line. RP is the route point.

| Action                                                                                           | Events                                                                                                                                                                                                                                                                                                                                                  | CallInfo                                                                                            |
|--------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------|
| A calls route point RP.<br>RP redirects the call to the destination C using selectRoute() method | GC1 CallActiveEv A<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEV TermA<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv RP<br>GC1 ConnInProgressEv RP<br>GC1 CallCtlConnOfferedEv RP |                                                                                                     |
| RP redirects the call to the destination C using selectRoute() method                            | GC1 ConnCreatedEv C<br>GC1 ConnInProgressEv C<br>GC1 ConnAlertingEv C<br>GC1 CallCtlConnAlertingEv C<br>GC1 TermConnCreatedEv TermC<br>GC1 TermConnRingingEv TermC<br>GC1 CallCtlTermConnRingingEv TermC<br>GC1 ConnCreatedEv C'<br>GC1 TermConnPassiveEv TermC'<br>GC1 CallCtlTermConnInUseEv TermC'                                                   | CurrentCallingParty = A<br>CurrentCalledParty = C<br>Reason =<br>CiscoFeatureReason.REASON_REDIRECT |

## Verify Remote Destination Support

Table 343: Verify Remote Destination in Add Where Route Pattern Configured Is 7.XXXX and Destination Reachable. User1 Has cti Remote Device in Its Control List

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                           | Events                                      | Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoRemoteTerminal.addRemoteDestination("testRDD", "77000", true) | CiscoProvTerminalRemoteDestinationChangedEv | CiscoProvTerminalRemote DestinationChangedEv.<br>getRemoteDestinations() which returns an array of all remote destinations configured for that remote terminal, CiscoRemoteDestinationInfo[0] (assuming only one configured)<br><br>CiscoRemoteDestination<br>Info[0].getRemoteDestinationName() = "testRDD"<br><br>CiscoRemoteDestination<br>Info[0].getRemoteDestinationNumber() = "77000"<br><br>CiscoRemoteDestination Info[0].getIsActiveRD() = true |

**Table 344: Verify Remote Destination in Update Where Route Pattern Configured Is 7.XXXX and Destination Reachable. User1 Has cti Remote Device in Its Control List and Existing Remote Destination of 77000 Configured. User Invokes CiscoRemoteTerminal.updateRemoteDestination()**

| Action                                                                                       | Events                                       | Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------------------------------------------------|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                           | ProvInServiceEv                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| User1 invokes CiscoRemoteTerminal.updateRemoteDestination("77000", "testRDD", "79000", true) | CiscoProvTerminalRemote DestinationChangedEv | CiscoProvTerminalRemote DestinationChangedEv.<br>getRemoteDestinations() which returns an array of all remote destinations configured for that remote terminal, CiscoRemoteDestinationInfo[0] (assuming only one configured)<br><br>CiscoRemoteDestination<br>Info[0].getRemoteDestinationName() = "testRDD"<br><br>CiscoRemoteDestination<br>Info[0].getRemoteDestinationNumber() = "79000"<br><br>CiscoRemoteDestination Info[0].getIsActiveRD() = true |

**Table 345: Verify Remote Destination in Update Where Route Pattern Configured Is 7.XXXX and Destination Reachable. User1 Has cti Remote Device in Its Control List and Existing Remote Destination of 77000 Configured. User Invokes CiscoRemoteTerminal.updateRemoteDestination()**

| Action                                             | Events          | Call Info |
|----------------------------------------------------|-----------------|-----------|
| User1 opens Provider and adds a provider observer. | ProvInServiceEv |           |

| Action                                                                            | Events                                      | Call Info                                                                                                                                                                                                                                                                                           |
|-----------------------------------------------------------------------------------|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoRemoteTerminal.updateRemoteDestinationNumber("77000", "79000") | CiscoProvTerminalRemoteDestinationChangedEv | CiscoProvTerminalRemoteDestinationChangedEv.getRemoteDestinations() which returns an array of all remote destinations configured for that remote terminal, CiscoRemoteDestinationInfo[0] (assuming only one configured)<br><br>CiscoRemoteDestinationInfo[0].getRemoteDestinationNumber() = "79000" |

**Table 346: Verify Remote Destination in Add Where Route Pattern Configured Is 7.XXXX and Destination Is Not Reachable. User1 Has cti Remote Device in Its Control List**

| Action                                                                            | Events                                                                                                  | Call Info                                                                                                                                                                          |
|-----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                | ProvInServiceEv                                                                                         |                                                                                                                                                                                    |
| User1 invokes CiscoRemoteTerminal.addRemoteDestination ("testRDD", "99000", true) | Caught exception com.cisco.jtapi.PlatformExceptionImpl: Extend and Connect destination is not reachable | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex). getErrorCode() = CiscoJtapiException.<br><br>CTIERR_EXTEND_AND_CONNECT_DESTINATION_NOT_REACHABLE. |

**Table 347: Verify Remote Destination in Update Where Route Pattern Configured Is 7.XXXX and Destination Is Not Reachable. User1 Has cti Remote Device in Its Control List and Existing Remote Destination of 77000 Configured. User Invokes CiscoRemoteTerminal.updateRemoteDestination()**

| Action                                                                                        | Events                                                                                                  | Call Info                                                                                                                                                                          |
|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                            | ProvInServiceEv                                                                                         |                                                                                                                                                                                    |
| User1 invokes CiscoRemoteTerminal.updateRemoteDestination ("77000", "testRDD", "99000", true) | Caught exception com.cisco.jtapi.PlatformExceptionImpl: Extend and Connect destination is not reachable | Let "ex" be an instance of PlatformException:<br><br>((CiscoJtapiException) ex). getErrorCode() = CiscoJtapiException.<br><br>CTIERR_EXTEND_AND_CONNECT_DESTINATION_NOT_REACHABLE. |



**Table 348: Verify Remote Destination in Update Where Route Pattern Configured Is 7.XXXX and Destination Is Not Reachable. User1 Has cti Remote Device in Its Control List and Existing Remote Destination of 77000 Configured. User Invokes CiscoRemoteTerminal.updateRemoteDestinationNumber()**

| Action                                                                             | Events                                                                                                  | Call Info                                                                                                                                                                 |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| User1 opens Provider and adds a provider observer.                                 | ProvInServiceEv                                                                                         |                                                                                                                                                                           |
| User1 invokes CiscoRemoteTerminal.updateRemoteDestinationNumber ("77000", "99000") | Caught exception com.cisco.jtapi.PlatformExceptionImpl: Extend and Connect destination is not reachable | Let "ex" be an instance of PlatformException:<br>((CiscoJtapiException) ex).getErrorCode() = CiscoJtapiException.<br>CTIERR_EXTEND_AND_CONNECT_DESTINATION_NOT_REACHABLE. |

## Secure Conferencing

| Action                                                                                                                                 | Events                                                                                                                                                                                                                                                                                               | Call info                                                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------|
| Scenario:1<br>Configuration: A (secure) and B (secure).<br>A calls B. B answers.<br><br>Application issues<br>getCallSecurityStatus(). | CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br><br>GC1:ConnCreatedEv for A' Cause: CAUSE_NORMAL<br><br>GC1:ConnCreatedEv for B' Cause: CAUSE_NORMAL<br><br>CallCtlTermConnTalkingEv<br><br>CallSecurityStatusChangedEv for callID = GC1<br><br>Returns the call security status of the call. | Calling: A<br>Called: B<br><br>CallSecurityStatus = 3<br>(ENCRYPTED) will get updated in the call info.<br><br>CallSecurityStatus = 3<br>(ENCRYPTED). |

| Action                                                                                                                                                                                                                                                                                                                                            | Events                                                                                                                                                                                                                                                                                                                | Call info                                                                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Configuration: A (secure), B (secure) and C (non-secure).</p> <p>Application sets ini parameter = true by issuing enableSecurityStatusChangedEv ()</p> <p>A calls B. B answers.</p> <p>B call C. C answers.</p> <p>B completes conference.</p>                                                                                                 | <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>GC1:ConnCreatedEv for A' Cause: CAUSE_NORMAL</p> <p>GC1:ConnCreatedEv for B' Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv</p> <p>CallSecurityStatusChangedEv for callID = GC1.</p>                                                               | <p>Participants: A, B, C</p> <p>CallSecurityStatus = 1 (NOTAUTHENTICATED). Note: Though CallSecurityStatus = NotAuthenticated, A and B will continue to have secure media between themselves and the conference bridge, i.e. they will continue to receive SRTP key info because they are encrypted parties.</p> |
| <p>Scenario:3</p> <p>Configuration: A (secure), B (secure) and C (secure).</p> <p>Application sets ini parameter = true by issuing enableSecurityStatusChangedEv ()</p> <p>A calls B. B answers.</p> <p>B call C. C answers.</p> <p>B completes conference.</p> <p>Application issues getCallSecurityStatus().</p>                                | <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>GC1:ConnCreatedEv for A' Cause: CAUSE_NORMAL</p> <p>GC1:ConnCreatedEv for B' Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv</p> <p>CallSecurityStatusChangedEv for callID = GC1.</p> <p>Returns the call security status of the call (Secure).</p> | <p>Participants: A, B, C</p> <p>CallSecurityStatus = 3 (ENCRYPTED) will get updated in the call info.</p>                                                                                                                                                                                                        |
| <p>Scenario:4</p> <p>Application does not add call observers on A, B, C.</p> <p>Configuration: A (secure), B (secure) and C (non-secure).</p> <p>A calls B. B answers.</p> <p>B call C. C answers.</p> <p>B completes conference.</p> <p>Application later adds call observers on A, B, C.</p> <p>Application issues getCallSecurityStatus().</p> | <p>CallSecurityStatusChangedEv for callID = GC1 with Cause = CAUSE_SNAPSHOT</p> <p>Returns the call security status of the call.</p>                                                                                                                                                                                  | <p>Participants: A, B, C</p> <p>CallSecurityStatus = 1 (NOTAUTHENTICATED) will get updated in the call info.</p>                                                                                                                                                                                                 |

| Action                                                                                                                                                                                                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                     | Call info                                                                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Scenario:5</p> <p>Configuration: A (secure), B (secure).</p> <p>Application sets ini parameter = true by issuing<br/>enableSecurityStatusChangedEv()</p> <p>A calls B. B answers.</p><br><p>B puts call on hold.</p><br><p>B resumes call.</p> | <p>CallActiveEv for callID = GC1 Cause:<br/>CAUSE_NEW_CALL</p> <p>GC1:ConnCreatedEv for A Cause:<br/>CAUSE_NORMAL</p> <p>GC1:ConnCreatedEv for B Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv</p> <p>CallSecurityStatusChangedEv for callID =<br/>GC1</p><br><p>CallSecurityStatusChangedEv for callID =<br/>GC1</p><br><p>CallSecurityStatusChangedEv for callID =<br/>GC1</p> | <p>CallSecurityStatus = 3<br/>(ENCRYPTED) will get updated in the call<br/>info.</p><br><p>CallSecurityStatus = 0<br/>(UNKNOWN) will get updated in the call<br/>info.</p><br><p>CallSecurityStatus =<br/>(ENCRYPTED) will get updated in the call<br/>info.</p> |

| Action                                                                                                                                                                                                                                                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call info                                                                                                                                                                                                                                                                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Scenario:6</p> <p>Configuration: A (secure), B (secure) and C (non-secure).</p> <p>Application sets ini parameter = true by issuing<br/>enableSecurityStatusChangedEv()</p> <p>A calls B. B answers.</p><br><p>B consults C. C answers.</p><br><p>B completes transfer.</p> | <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>GC1:ConnCreatedEv for A' Cause: CAUSE_NORMAL</p> <p>GC1:ConnCreatedEv for B' Cause: CAUSE_NORMAL</p><br><p>CallCtlTermConnTalkingEv</p><br><p>CallSecurityStatusChangedEv for callID = GC1</p><br><p>CallActiveEv for callID = GC2 Cause: CAUSE_NEW_CALL</p> <p>GC2:ConnCreatedEv for B' Cause: CAUSE_NORMAL</p> <p>GC2:ConnCreatedEv for C' Cause: CAUSE_NORMAL</p><br><p>CallCtlTermConnTalkingEv</p><br><p>CallSecurityStatusChangedEv for callID = GC2</p><br><p>CallCtlSecurityStatusChangedEv for callID = GC1</p> | <p>CallSecurityStatus = 3<br/>(ENCRYPTED) will get updated in the call info for GC1.</p><br><p>CallSecurityStatus = 1<br/>(NOTAUTHENTICATED) will get updated in the call info for GC2.</p> <p>CallSecurityStatus = 1<br/>(NOTAUTHENTICATED) will get updated in the call info for GC1.</p> |

| Action                                                                                                                                                                                                                                                                                                                                                  | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Scenario:7</p> <p>Configuration: A (secure), B (secure), C (secure), D (secure), and E (Authenticated).</p> <p>Application sets ini parameter = true by issuing enableSecurityStatusChangedEv()</p> <p>A, B and C are part of a conference Call 1.</p> <p>C, D and E are a part of another conference Call 2.</p> <p>C chains the 2 conferences.</p> | <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>GC1:ConnCreatedEv for A' Cause: CAUSE_NORMAL</p> <p>GC1:ConnCreatedEv for B' Cause: CAUSE_NORMAL</p> <p>GC1:ConnCreatedEv for C' Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv</p> <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>GC2:ConnCreatedEv for C' Cause: CAUSE_NORMAL</p> <p>GC2:ConnCreatedEv for D' Cause: CAUSE_NORMAL</p> <p>GC2:ConnCreatedEv for E' Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv</p> <p>CallCtlSecurityStatusChangedEv for callID = GC1</p> | <p>CallSecurityStatus = 3<br/>(ENCRYPTED) will get updated in the call info for GC1.</p> <p>CallSecurityStatus = 2<br/>(AUTHENTICATED) will get updated in the call info for GC2.</p> <p>CallSecurityStatus = 1<br/>(NOTAUTHENTICATED) will get updated in the call info for GC1 and GC2.</p> |

| Action                                                                                                                                                                    | Events                                                                                                                                                                                                                                                  | Call info                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Scenario:8</p> <p>Configuration: A (secure), B (secure), B (authenticated)</p> <p>Application sets ini parameter = true by issuing enableSecurityStatusChangedEv()</p> | <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL</p> <p>GC1:ConnCreatedEv for A' Cause: CAUSE_NORMAL</p> <p>GC1:ConnCreatedEv for B' Cause: CAUSE_NORMAL</p> <p>CallCtlTermConnTalkingEv</p> <p>CallSecurityStatusChangedEv for callID = GC1.</p> | <p>CallSecurityStatus = 2</p> <p>(AUTHENTICATED) will get updated in the call info for GC1.</p> <p><b>Note</b> Applications who have added call observers on B' will also get the event, i.e. the new event will be delivered to RIU Parties as well.</p> |

## Secure Connection Enhancements

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Events                                                                                                                                                                                                                           | Call information |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The application wants to connect securely to Cisco Unified Communications Manager and downloads the certificate using the interfaces in CiscoJtapiProperties. After down loading the certificate, application initializes provider using a providerString formatted with new parameters:</p> <pre>String providerString = serverName + ";login = " + login + ";passwd = " + passwd + ";InstanceID = " + instanceID + ";CAPF = " + CAPFserver + ";CAPFPort = " + capfport + ";TFTP = " + TFTPServer + ";TFTPPort = " + tftpport + ";CertPath = " + certificatepath + ";CertStorePassphrase = " + cartificatepassphrase +";"</pre> <p>JtapiPeer peer = JtapiPeerFactory.getJtapiPeer ( null );</p> <p>MyProviderObserver providerObserver = new MyProviderObserver ();</p> <p>provider = peer.getProvider ( providerString );</p> | <p>Provider is initialized correctly through TLS connection. Provider.getAddress() and provider.getTerminals() return correct number of addresses and terminals</p> <p>ProvInService event is delivered to provider observer</p> |                  |

| Action                                                                                                                                                                                                                                                                                                                                                                         | Events                                                                                                                                                                                                                                         | Call information |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>The application is not interested in secure connection and open provider using userid and passwd in provider String</p> <pre>String providerString = serverName + ";login = " + login + ";passwd = " + ";"</pre>                                                                                                                                                            | <p>Provider is initialized correctly.<br/>                     Provider.getAddress() and provider.getTerminals() return correct number of addresses and terminals<br/>                     ProvInService is delivered to provider observer</p> |                  |
| <p>The application uses jtprefs to download the certificates and initializes provider specifying only the userid, passwd, instanceid and certificate pass phrase in provider string.</p> <pre>String providerString = serverName + ";login = " + login + ";passwd = " + passwd + ";InstanceID = " + instanceID + ":CertStorePassphrase = " + cartificatepassphrase + ";"</pre> | <p>Provider is initialized correctly through TLS connection. Provider.getAddress() and provider.getTerminals() return correct number of addresses and terminals</p>                                                                            |                  |

## Secure Icon Enhancements

Enable the callSecurityStatusChangedEv using JTAPI ini parameters or using the JTAPIProperties.

Cluster1 and Cluster2 are secured and User is also a secured user having a CAPF profile associated with it. Enable "SRTP Allowed" in the SIP trunk Configurations.

TermA is registered to Cluster1 with address A.

TermB is registered to Cluster2 with address B

TermC is registered to Cluster2 or Cluster1 as per Use case and has address C

SIP trunk is configured on Cluster1 to make calls to cluster2

A Route Pattern is configured on Cluster 1 to route the call to the SIP trunk

### Use Case One

| Action                                                                                                                                                                                                                                            | Expected results | Information |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|-------------|
| <p>Set the value for "Consider Traffic on this Trunk Secure" to 'When Using only sRTP' in the SIP trunk config on cluster1.</p> <p>Security Mode of Both term A and termB is encrypted.</p> <p>Security mode of the SIP trunk is non secured.</p> |                  |             |

| Action                              | Expected results                                                                                                                                                                                                                                                                                              | Information                                                     |
|-------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| A calls B though the route pattern. | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConenctedEvA<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEv TermA<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 ConnEstablishedEv A                                                   |                                                                 |
| Call is offered on B and B accepts. | GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TermB<br>GC1 TermConnRingingEv TermB<br>GC1 CallCtlTermConnRingingEvImpl termB                                                                    | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |
| B answers the call                  | TermA CiscoRTPOutputStartedEv<br><br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv TermB<br><br>TermA CiscoRTPInputStartedEv<br>TermB CiscoRTPOutputStartedEv<br>TermB CiscoRTPInputStartedEv<br><br>GC1 CiscoCallSecurityStatusChangedEv | Ev.getCallSecurityStatus() =<br>CALLSECURITY_ENCRYPTED          |



**Use Case Two**

| Action                                                                                                                                                                                                                                                   | Expected results                                                                                                                                                                                                                                                                                   | Information                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------|
| <p>Set the value for "Consider Traffic on this Trunk Secure" to 'When Using only sRTP' in the SIP trunk config on cluster1.</p> <p>Security Mode for term A and termB and term C is encrypted.</p> <p>Security mode of the SIP trunk is non secured.</p> |                                                                                                                                                                                                                                                                                                    |                                                                     |
| <p>A calls B though the route pattern.</p>                                                                                                                                                                                                               | <p>GC1 CallActiveEv</p> <p>GC1 ConnCreatedEv A</p> <p>GC1 ConnConenctedEvA</p> <p>GC1 CallCtlConnInitiatedEv A</p> <p>GC1 TermConnCreatedEv TermA</p> <p>GC1 TermConnActiveEv TermA</p> <p>GC1 CallCtlTermConnTalkingEv TermA</p> <p>GC1 CallCtlConnDialingEv A</p> <p>GC1 ConnEstablishedEv A</p> |                                                                     |
| <p>Call is offered to B and B accepts.</p>                                                                                                                                                                                                               | <p>GC1 ConnCreatedEv B</p> <p>GC1 ConnInProgressEv B</p> <p>GC1 CallCtlConnOfferedEv B</p> <p>GC1 ConnAlertingEv B</p> <p>GC1 CallCtlConnAlertingEv B</p> <p>GC1 TermConnCreatedEv TermB</p> <p>GC1 TermConnRinginEv TermB</p> <p>GC1 CallCtlTermConnRinginEvImpl termB</p>                        | <p>Call.getCallSecurityStatus() = CALLSECURITY_NOTAUTHENTICATED</p> |

| Action                    | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Information                                                     |
|---------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| B answers the call.       | TermA CiscoRTPOutputStartedEv<br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv TermB<br>TermA CiscoRTPInputStartedEv<br>TermB CiscoRTPOutputStartedEv<br>TermB CiscoRTPInputStartedEv<br>GC1 CiscoCallSecurityStatusChangedEv                                                                                                                                                                                                                        | Ev.getCallSecurityStatus() =<br>CALLSECURITY_ENCRYPTED          |
| B Redirects the call to C | TermA CiscoRTPOutputStoppedEv<br>TermB CiscoRTPOutputStoppedEv<br>TermA CiscoRTPInputStoppedEv<br>TermB CiscoRTPInputStoppedEv<br><br>GC1 ConnCreatedEv C<br>GC1 ConnInProgressEv C<br>GC1 CallCtlConnOfferedEv C<br>GC1 ConnAlertingEv C<br>GC1 CallCtlConnAlertingEv C<br>GC1 TermConnCreatedEv TermC<br>GC1 TermConnRingingEv TermC<br>GC1 CallCtlTermConnRingingEvImpl termC<br><br>GC1 TermConnDroppedEv TermB<br>GC1 CallCtlTermConnDroppedEv TermB<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconnectedEv B | call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |

| Action             | Expected results                                                                                                                                                                                                                                                                                          | Information                                            |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------|
| C answers the call | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv TermB<br><br>TermA CiscoRTPInputStartedEv<br>TermB CiscoRTPOutputStartedEv<br>TermB CiscoRTPInputStartedEv<br>TermA CiscoRTPOutputStartedEv<br><br>GC1 CiscoCallSecurityStatusChangedEv | Ev.getCallSecurityStatus() =<br>CALLSECURITY_ENCRYPTED |

**Use Case Three**

| Action                                                                                                                                                                                                                                             | Expected results                                                                                                                                                                                                                                            | Information |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Set the value for "Consider Traffic on this Trunk Secure" to 'When Using only sRTP' in the SIP trunk config on cluster1<br><br>Security Mode of Both term A and termB and term C is encrypted<br><br>Security mode of the SIP trunk is non secured |                                                                                                                                                                                                                                                             |             |
| A calls B though the route pattern                                                                                                                                                                                                                 | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConenctedEvA<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEv TermA<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 ConnEstablishedEv A |             |

| Action                             | Expected results                                                                                                                                                                                                                                                                                                                               | Information                                                     |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Call is offered on B and B accepts | GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TermB<br>GC1 TermConnRingingEv TermB<br>GC1 CallCtlTermConnRingingEvImpl termB                                                                                                     | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |
| B answers the call                 | TermA CiscoRTPOutputStartedEv<br><br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv TermB<br><br>TermA CiscoRTPInputStartedEv<br>TermB CiscoRTPOutputStartedEv<br>TermB CiscoRTPInputStartedEv<br><br>GC1 CiscoCallSecurityStatusChangedEv                                  | Ev.getCallSecurityStatus() =<br>CALLSECURITY_ENCRYPTED          |
| B calls C                          | GC1 CallCtlTermConnHeldEv TermB<br><br>GC1 CiscoCallSecurityStatusChangedEv<br><br>GC2 CallActiveEv<br>GC2 ConnCreatedEv B<br>GC2 ConnConenctedEvB<br>GC2 CallCtlConnInitiatedEv B<br>GC2 TermConnCreatedEv TermB<br>GC2 TermConnActiveEv TermB<br>GC2 CallCtlTermConnTalkingEv TermB<br>GC2 CallCtlConnDialingEv B<br>GC2 ConnEstablishedEv B | Ev.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED   |

| Action                             | Expected results                                                                                                                                                                                                                                                                                              | Information                                                     |
|------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Call is offered on C and C accepts | GC2 ConnCreatedEv C<br>GC2 ConnInProgressEv C<br>GC2 CallCtlConnOfferedEv C<br>GC2 ConnAlertingEv C<br>GC2 CallCtlConnAlertingEv C<br>GC2 TermConnCreatedEv TermC<br>GC2 TermConnRingingEv TermC<br>GC2 CallCtlTermConnRingingEvImpl termC                                                                    | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |
| C answers the call                 | TermB CiscoRTPOutputStartedEv<br><br>GC2 ConnConnectedEv C<br>GC2 CallCtlConnEstablishedEv C<br>GC2 TermConnActiveEv C<br>GC2 CallCtlTermConnTalkingEv TermC<br><br>TermB CiscoRTPInputStartedEv<br>TermC CiscoRTPOutputStartedEv<br>TermC CiscoRTPInputStartedEv<br><br>GC2 CiscoCallSecurityStatusChangedEv | Ev.getCallSecurityStatus() =<br>CALLSECURITY_ENCRYPTED          |

| Action                                        | Expected results | Information                                            |
|-----------------------------------------------|------------------|--------------------------------------------------------|
| B does a Direct Transfer<br>GC1.transfer(GC2) |                  | Ev.getCallSecurityStatus() =<br>CALLSECURITY_ENCRYPTED |

| Action | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Information |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|        | <p>GC1 CiscoTermConnSelectChangedEv termB<br/>                     GC2 CiscoTermConnSelectChangedEv TermB</p> <p>TermC CiscoRTPOutputStoppedEv<br/>                     TermB CiscoRTPOutputStoppedEv<br/>                     TermC CiscoRTPInputStoppedEv<br/>                     TermB CiscoRTPInputStoppedEv</p> <p>GC1 CiscoTransferStartEv</p> <p>GC2 CiscoCallChangedEv</p> <p>GC1 ConnCreatedEv C<br/>                     GC1 ConnConnectedEv C<br/>                     GC1 CallCtlConnEstablishedEv C<br/>                     GC1 TermConnCreatedEv TermC<br/>                     Gc1 TermConnActiveEv TermC<br/>                     Gc1 CallCtlTermConnTalkingEv TermC</p> <p>GC2 TermConnDroppedEv TermC<br/>                     GC2 CallCtlTermConnDroppedEv TermC<br/>                     GC2 ConnDisconnectedEv C<br/>                     GC2 CallCtlConnDisconnectedEv C</p> <p>GC2 TermConnDroppedEv termB<br/>                     GC2 CallCtlTermConnDroppedEv TermB<br/>                     GC2 ConnDisconnectedEv B<br/>                     GC2 CallCtlConnDisconnectedEv B</p> <p>GC2 CallInvalidEv</p> <p>GC1 TermConnDroppedEv termB</p> |             |

| Action | Expected results                                                                                                                                                                                                                                                                                          | Information |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|        | GC1 CallCtlTermConnDroppedEv TermB<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconnectedEv B<br><br>GC1 CiscoTransferEndEv<br>TermA CiscoRTPInputStartedEv<br>TermB CiscoRTPOutputStartedEv<br>TermB CiscoRTPInputStartedEv<br>TermA CiscoRTPOutputStartedEv<br>GC1 CiscoCallSecurityStatusChangedEv |             |

**Use Case Four**

| Action                                                                                                                                                                                                                                             | Expected results                                                                                                                                                                                                                                            | Information |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| Set the value for "Consider Traffic on this Trunk Secure" to 'When using both sRTP and TLS' in the SIP trunk config on cluster1<br>Security Mode of Both term A and termB and term C is encrypted<br>Security mode of the SIP trunk is non secured |                                                                                                                                                                                                                                                             |             |
| A calls B though the route pattern                                                                                                                                                                                                                 | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConenctedEvA<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEv TermA<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 ConnEstablishedEv A |             |



| Action                             | Expected results                                                                                                                                                                                                                                                                                   | Information                                                     |
|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Call is offered on B and B accepts | GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv TermB<br>GC1 TermConnRingingEv TermB<br>GC1 CallCtlTermConnRingingEvImpl termB                                                         | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |
| B answers the call                 | TermA CiscoRTPOutputStartedEv<br><br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv TermB<br><br>TermA CiscoRTPInputStartedEv<br>TermB CiscoRTPOutputStartedEv<br>TermB CiscoRTPInputStartedEv                                  | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |
| B calls C                          | GC1 CallCtlTermConnHeldEv TermB<br><br>GC2 CallActiveEv<br>GC2 ConnCreatedEv B<br>GC2 ConnConenctedEvB<br>GC2 CallCtlConnInitiatedEv B<br>GC2 TermConnCreatedEv TermB<br>GC2 TermConnActiveEv TermB<br>GC2 CallCtlTermConnTalkingEv TermB<br>GC2 CallCtlConnDialingEv B<br>GC2 ConnEstablishedEv B | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |

| Action                              | Expected results                                                                                                                                                                                                                                                  | Information                                                     |
|-------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| Calls is offered on C and C accepts | GC2 ConnCreatedEv C<br>GC2 ConnInProgressEv C<br>GC2 CallCtlConnOfferedEv C<br>GC2 ConnAlertingEv C<br>GC2 CallCtlConnAlertingEv C<br>GC2 TermConnCreatedEv TermC<br>GC2 TermConnRingingEv TermC<br>GC2 CallCtlTermConnRingingEvImpl termC                        | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |
| C answers the call                  | TermB CiscoRTPOutputStartedEv<br><br>GC2 ConnConnectedEv C<br>GC2 CallCtlConnEstablishedEv C<br>GC2 TermConnActiveEv C<br>GC2 CallCtlTermConnTalkingEv TermC<br><br>TermB CiscoRTPInputStartedEv<br>TermC CiscoRTPOutputStartedEv<br>TermC CiscoRTPInputStartedEv | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |

| Action                                        | Expected results | Information                                                     |
|-----------------------------------------------|------------------|-----------------------------------------------------------------|
| B does a Direct Transfer<br>GC1.transfer(GC2) |                  | Call.getCallSecurityStatus() =<br>CALLSECURITY_NOTAUTHENTICATED |

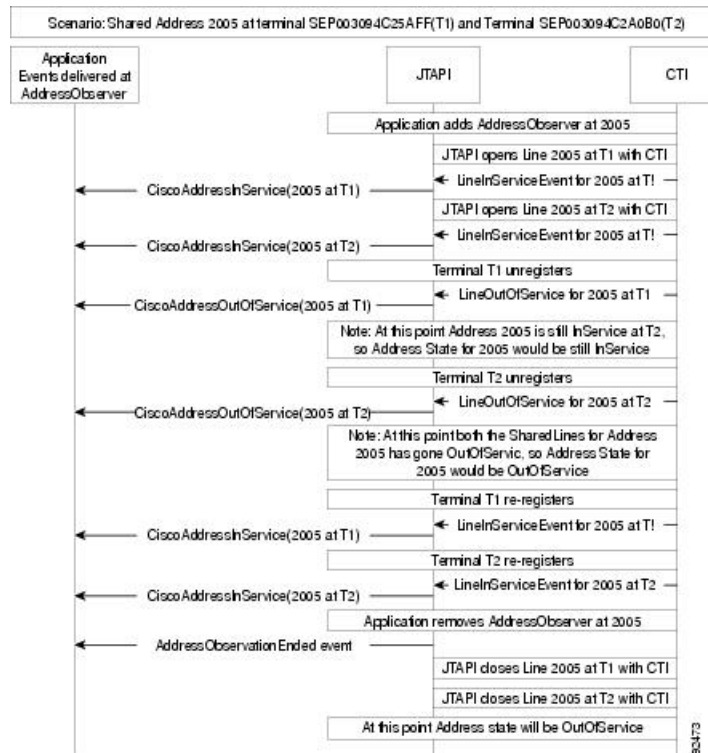
| Action | Expected results                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Information |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|        | <p>GC1 CiscoTermConnSelectChangedEv termB<br/>                     GC2 CiscoTermConnSelectChangedEv TermB</p> <p>TermC CiscoRTPOutputStoppedEv<br/>                     TermB CiscoRTPOutputStoppedEv<br/>                     TermC CiscoRTPInputStoppedEv<br/>                     TermB CiscoRTPInputStoppedEv</p> <p>GC1 CiscoTransferStartEv</p> <p>GC2 CiscoCallChangedEv</p> <p>GC1 ConnCreatedEv C<br/>                     GC1 ConnConnectedEv C<br/>                     GC1 CallCtlConnEstablishedEv C<br/>                     GC1 TermConnCreatedEv TermC<br/>                     Gc1 TermConnActiveEv TermC<br/>                     Gc1 CallCtlTermConnTalkingEv TermC</p> <p>GC2 TermConnDroppedEv TermC<br/>                     GC2 CallCtlTermConnDroppedEv TermC<br/>                     GC2 ConnDisconnectedEv C<br/>                     GC2 CallCtlConnDisconnectedEv C</p> <p>GC2 TermConnDroppedEv termB<br/>                     GC2 CallCtlTermConnDroppedEv TermB<br/>                     GC2 ConnDisconnectedEv B<br/>                     GC2 CallCtlConnDisconnectedEv B</p> <p>GC2 CallInvalidEv</p> <p>GC1 TermConnDroppedEv termB</p> |             |

| Action | Expected results                                                                                                                                                                                                                                                      | Information |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
|        | GC1 CallCtlTermConnDroppedEv TermB<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconnectedEv B<br><br>GC1 CiscoTransferEndEv<br><br>TermA CiscoRTPInputStartedEv<br>TermB CiscoRTPOutputStartedEv<br>TermB CiscoRTPInputStartedEv<br>TermA CiscoRTPOutputStartedEv |             |

## Shared Line Support

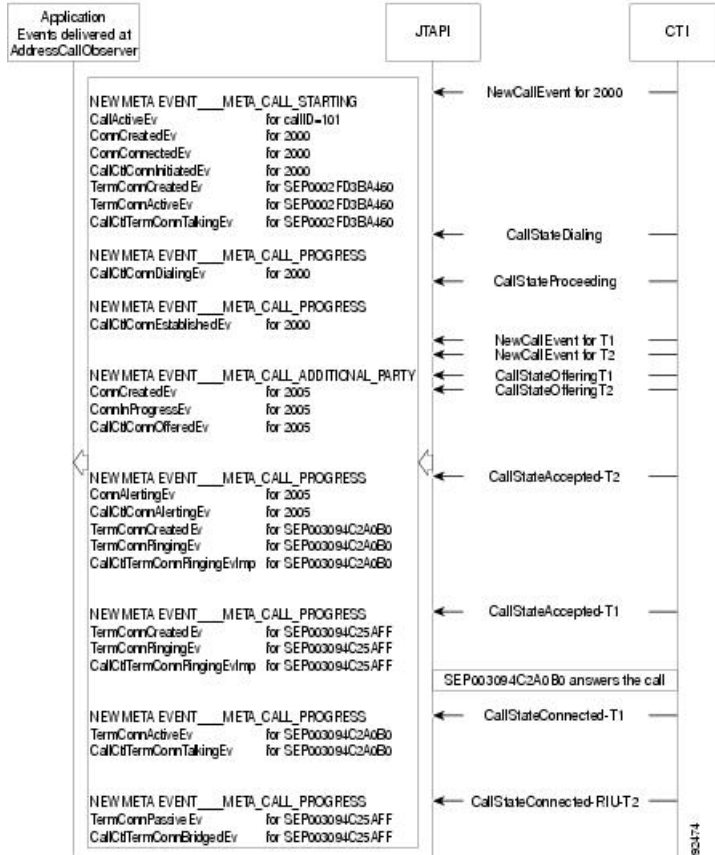
The following diagrams illustrate the message flows for Shared Line support.

### AddressInService/AddressOutOfService Events

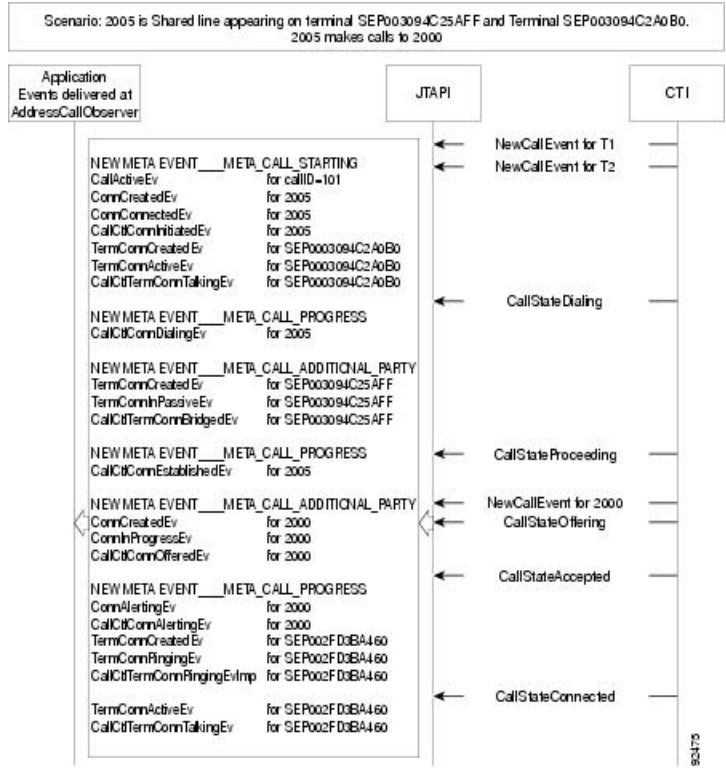


# Incoming Call to Shared Address

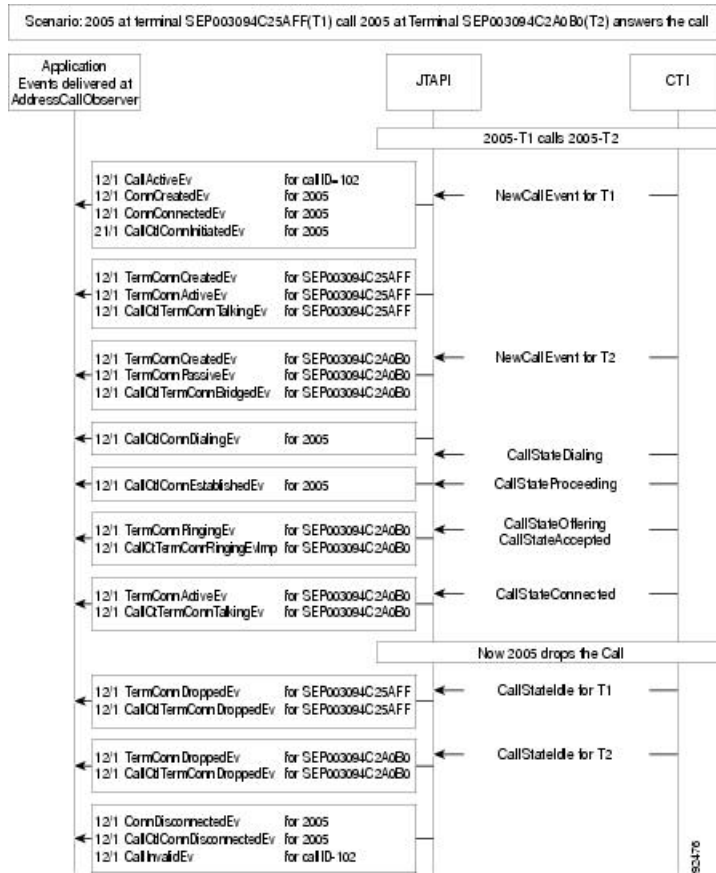
Scenario: 2005 is Shared line appearing on terminal SEP003094C25AFF (T1) and Terminal SEP003094C2A0B0(T2). 2000 makes calls to 2005. 2005-T2 answers the call



# Outgoing Call From Shared Address



# Shared Address Calling Itself



## Single Sign-On

Here are the list of use cases for this feature.

| Sl. No | Scenario                                                                                                                                                          | Result                                                                                    |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|
| 1.     | Start the application (cucimoc) and getProvider(str) API is called by application specifying the single sign on ticket.<br>Application calls getAddressess() API. | Returns provider to the application and all the addresses configured in the control list. |
| 2.     | Application specifies an invalid ticket but correct userid and password in API.                                                                                   | Throws a platform exception to getProvider() API.                                         |



| Sl. No | Scenario                                                                                                                                                                                                                                   | Result                                                                                                                                                                                                                                                                                                       |
|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3.     | <p>Start the application and it calls the <code>getProvider()</code> API with single sign on ticket.</p> <p>The network connectivity is lost.</p> <p>Application gets a new single sign on token and calls <code>getProvider()</code>.</p> | <p>Returns provider to the application.</p> <p>Delivers <code>ProvOutOfServiceEv</code> to provider observer.</p> <p>JTAPI connects and tries to authenticate the user which fails.</p> <p>Delivers <code>ProvShutdownEv</code> to provider observer.</p> <p>Returns provider object to the application.</p> |
| 4.     | <p>Start the application and <code>getProvider()</code> API is called by application with the single sign on ticket. But the feature is not enabled on Cisco Unified Communications Manager.</p>                                           | <p>Throws <code>PlatformException</code> and <code>getErrorCode()</code> returns <code>CiscoJTAPIException - CTIERR_SSO_DISABLED</code>.</p>                                                                                                                                                                 |
| 5.     | <p>Start the application and <code>getProvider()</code> API is called by application with invalid single sign on ticket.</p>                                                                                                               | <p>Throws <code>PlatformException</code> and <code>getErrorCode()</code> returns <code>CiscoJTAPIException - CTIERR_DIRECTORY_LOGIN_FAILED</code>.</p>                                                                                                                                                       |
| 6.     | <p>Multiple providers:</p> <p>Start the application and <code>getProvider()</code> on two nodes in the cluster with the same token.</p>                                                                                                    | <p>Both <code>getProvider()</code> call is successful with the first provider.</p> <p>Throws exception to the second <code>getProvider()</code>.</p>                                                                                                                                                         |

## Single Step Transfer

Addresses A, B, and C appear in the control list, and the call between A and B is then gets transferred to C with B as the transfer controller. Applications will see the following events:

| Action                | Address A (5001)<br>Terminal CTIP1                                                                                                                                                                                                                                                                                                                                   | Address B (5002)<br>Terminal CTIP2                                                                                                                                                                                                                                                                                                                                                        | Address C (5003)<br>Terminal CTIP3                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|-----------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call.transfer(string) | <p>ConnCreatedEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>ConnInProgressEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlConnOfferedEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>CallControlCause:<br/>CAUSE_TRANSFER</p> <p>ConnAlertingEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlConnAlertingEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>CallControlCause:<br/>CAUSE_TRANSFER</p> | <p>NEW META<br/>EVENT_META_CALL_<br/>REMOVING_PARTY</p> <p>TermConnDroppedEv CTIP2 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlTermConnDroppedEv CTIP2<br/>Cause: CAUSE_NORMAL</p> <p>CallControlCause:<br/>CAUSE_TRANSFER</p> <p>ConnDisconnectedEv 5002 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlConnDisconnectedEv 5002<br/>Cause: CAUSE_NORMAL</p> <p>CallControlCause:<br/>CAUSE_TRANSFER</p> | <p>CallActiveEv Cause:<br/>CAUSE_NEW_CALL</p> <p>ConnCreatedEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>ConnInProgressEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlConnOfferedEv 5003 Cause:<br/>CAUSE_NORMAL</p> <p>CallControlCause:<br/>CAUSE_TRANSFER</p> <p>ConnCreatedEv 5001Cause:<br/>CAUSE_NORMAL</p> <p>ConnConnectedEv 5001 Cause:<br/>CAUSE_NORMAL</p> <p>CallCtlConnEstablishedEv<br/>5001Cause: CAUSE_NORMAL</p> <p>CallControlCause:<br/>CAUSE_NORMAL</p> |

| <b>Action</b>                        | <b>Address A (5001)<br/>Terminal CTIP1</b>                                                                                                                                                                                                        | <b>Address B (5002)<br/>Terminal CTIP2</b>                                                | <b>Address C (5003)<br/>Terminal CTIP3</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|--------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call.transfer(string)<br>(continued) | CiscoRTPIInputStartedEv Cause:<br>CAUSE_NORMAL<br><br>CiscoRTPOutputStartedEv Cause:<br>CAUSE_NORMAL<br><br>ConnConnectedEv 5003<br>CAUSE_NORMAL<br><br>CallCtlConnEstablishedEv 5003<br>Cause: CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL | NEW META<br>EVENT _____ META_UNKNOWN<br><br>CallObservationEndedEv Cause:<br>CAUSE_NORMAL | ConnAlertingEv 5003 Cause:<br>CAUSE_NORMAL<br>CallCtl<br>ConnAlertingEv 5003 Cause:<br>CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL<br><br>TermConnCreatedEv CTIP3<br><br>TermConnRingingEv CTIP3Cause:<br>CAUSE_NORMAL<br><br>CallCtlTermConnRingingEvImpl<br>CTIP3 Cause: CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL<br><br>CiscoRTPIInputStartedEv Cause:<br>CAUSE_NORMAL<br><br>CiscoRTPOutputStartedEv Cause:<br>CAUSE_NORMAL<br><br>ConnConnectedEv 2004 Cause:<br>CAUSE_NORMAL<br><br>CallCtlConnEstablishedEv<br>5003Cause: CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL |

| Action                               | Address A (5001)<br>Terminal CTIP1 | Address B (5002)<br>Terminal CTIP2 | Address C (5003)<br>Terminal CTIP3                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|--------------------------------------|------------------------------------|------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Call.transfer(string)<br>(continued) |                                    |                                    | TermConnActiveEv CTIP3 Cause:<br>CAUSE_NORMAL<br><br>CallCtlTermConnTalkingEv CTIP3<br>Cause: CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL<br><br>CiscoRTPInputStoppedEv Cause:<br>CAUSE_NORMAL<br><br>CiscoRTPOutputStoppedEv Cause:<br>CAUSE_NORMAL<br><br>ConnDisconnectedEv 5001 Cause:<br>CAUSE_NORMAL<br><br>CallCtlConnDisconnectedEv 5001<br>Cause: CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL<br><br>TermConnDroppedEv CTIP3 Cause:<br>CAUSE_NORMAL<br><br>CallCtlTermConnDroppedEv CTIP3<br>Cause: CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL<br><br>ConnDisconnectedEv 5003 Cause:<br>CAUSE_NORMAL<br><br>CallCtlConnDisconnectedEv 5003<br>Cause: CAUSE_NORMAL<br>CallControlCause:<br>CAUSE_NORMAL<br><br>META_UNKNOWN<br><br>CallInvalidEv [#32] Cause:<br>CAUSE_NORMAL |

## SIP REPLACE

For the JTAPI events in the scenario described below, we have not shown Terminal events. It will be sent for all the observed Terminals as usual. Also events are shown with the assumption that only A, B, or C is observed; events would vary if combination of A, B, or C is observed.

| SN | Scenario                                                                                                                                                                                                                | Events at A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Events at B                                                                                                                                                                                                                                                                                                                                                                                                                      | Events at C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1. | <p>REPLACE with INVITE a confirmed Dialog:</p> <p>A (Dialog1) is in Call with B (Dialog2) (GC1). C sends INVITE with REPLACE Dialog2 (GC2). After replace is completed, A (Dialog1) and C (Dialog3) are in the Call</p> | <p>GCID and CPIC with reason REPLACES, Cgpn = C, Cdpn = A, Ocdpn = A, Lrp = B</p> <p>JTAPI Events:</p> <p>CiscoCallChangedEv - (GC1 -GC2) ConnDisconnectedEv -B -GC1<br/>                     CallCtlConnDisconnectedEv -B -GC1<br/>                     ConnDisconnectedEv -A -GC1<br/>                     CallCtlConnDisconnectedEv -A -GC1<br/>                     CallInvalid -GC1</p> <p>CallActive -CG2<br/>                     ConnCreatedEv -C -GC2<br/>                     ConnConnectedEv -C -GC2<br/>                     CallCtlConnEstablishedEv -C -CG2</p> <p>ConnCreatedEv -A -GC2<br/>                     ConnConnectedEv -A -GC2<br/>                     CallCtlConnEstablishedEv -A -CG2</p> <p>Cause = CAUSE_NORMAL<br/>                     CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = C, Called = A,<br/>                     CurrentCalling = C,<br/>                     CurrentCalled = A,<br/>                     LastRedirecting = B</p> | <p>CSCE IDLE with reason REPLACES</p> <p>JTAPI Events:</p> <p>ConnDisconnectedEv -A -GC1<br/>                     CallCtlConnDisconnectedEv -A -GC1<br/>                     ConnDisconnectedEv -B -GC1<br/>                     CallCtlConnDisconnectedEv -B -GC1<br/>                     CallInvalidEv -GC1</p> <p>CAUSE_NORMAL</p> <p>Cause = CAUSE_NORMAL<br/>                     CiscoFeatureReason = REASON_REPLACES</p> | <p>NewCall/CSCE -Dialing/<br/>                     CSCE -Connected with Cgpn = C, Cdpn = A, Ocdpn = B, Lrp = B</p> <p>JTAPI Events:</p> <p>CallActiveEv -GC2<br/>                     ConnCreatedEv -C -GC2<br/>                     ConnConnectedEv -C -GC2<br/>                     CallCtlConnEstablishedEv -C -GC2</p> <p>ConnCreatedEv -A -GC2<br/>                     ConnConnectedEv A -GC2<br/>                     CallCtlConnEstablishedEv -A -GC2</p> <p>Cause = CAUSE_NORMAL<br/>                     CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = C, Called = A,<br/>                     CurrentCalling = C,<br/>                     CurrentCalled = A,<br/>                     LastRedirecting = B</p> |

| SN | Scenario                                                                                                                                                                                                                    | Events at A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Events at B                                                                                                                                                                                                                                                                                                                             | Events at C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. | <p>REPLACE with INVITE an early Dialog:</p> <p>A (Dialog1) is in Call with B (Dialog2) (GC1), B is ringing. C sends INVITE with REPLACE Dialog2 (GC2). After replace completed, A (Dialog1) and C (Dialog3) in the Call</p> | <p>GCID and CPIC with reason REPLACES, Cgpn = C, Cdprn = A, Ocdprn = A, Lrp = B</p> <p>JTAPI Events</p> <p>CiscoCallChangedEv - (GC1 -GC2) ConnDisconnectedEv -B -GC1</p> <p>CallCtlConnDisconnectedEv -B -GC1</p> <p>ConnDisconnectedEv -A -GC1</p> <p>CallCtlConnDisconnectedEv -A -GC1 CallInvalid -GC1</p> <p>CallActive -CG2</p> <p>ConnCreatedEv -C -GC2</p> <p>ConnConnectedEv -C -GC2</p> <p>CallCtlConnEstablishedEv -C -CG2</p> <p>ConnCreatedEv -A -GC2</p> <p>ConnConnectedEv -A -GC2</p> <p>CallCtlConnEstablishedEv -A -CG2</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = C, Called = A, CurrentCalling = C, CurrentCalled = A, LastRedirecting = B</p> | <p>CSCE -Idle with reason REPLACES</p> <p>JTAPI Events:</p> <p>ConnDisconnectedEv -A -GC1</p> <p>CallCtlConnDisconnectedEv -A -GC1</p> <p>ConnDisconnectedEv -B -GC1</p> <p>CallCtlConnDisconnectedEv -B -GC1</p> <p>CallInvalidEv -GC1</p> <p>CAUSE_NORMAL</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> | <p>NewCall/CSCE -Dialing/CSCE -Connected, with Cgpn = C, Ccdprn = A, Ocdprn = A, Lrp = B</p> <p>JTAPI Events:</p> <p>CallActiveEv -GC2</p> <p>ConnCreatedEv -C -GC2</p> <p>ConnConnectedEv -C -GC2</p> <p>CallCtlConnEstablishedEv -C -GC2</p> <p>ConnCreatedEv -A -GC2</p> <p>ConnConnectedEv A -GC2</p> <p>CallCtlConnEstablishedEv -A -GC2</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = C, Called = A, CurrentCalling = C, CurrentCalled = A, LastRedirecting = B</p> |

| SN | Scenario                                                                                                                                                                                                                                                                                                                  | Events at A                                                                                                                                                                     | Events at B                                                                                                                                                           | Events at C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 3. | <p>REPLACE with INVITE an early Dialog:</p> <p>A (Dialog1) is in Call with B (Dialog2) (GC1), B is ringing. C sends invite with replace Dialog -X (GC2)</p>                                                                                                                                                               |                                                                                                                                                                                 |                                                                                                                                                                       | <p>NewCall/CSCE_Dialing/<br/>reason REPLACES CSCE<br/>-Disconnected with reason<br/>REPLACES</p> <p>JTAPI Events:</p> <p>CallActiveEv -GC2<br/>ConnCreatedEv -C-GC2<br/>ConnConnectedEv -C-GC2<br/>CallCtlConnEstablishedEv -C<br/>-GC2</p> <p>ConnFailedEv -C --GC2<br/>ConnConnectedEv -C --GC2<br/>CallCtlConnEstablishedEv -A<br/>-GC2</p> <p>Cause = CAUSE_NORMAL<br/>CiscoFeatureReason =<br/>REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = C, Called = ,<br/>CurrentCalling = C,<br/>CurrentCalled = ,<br/>LastRedirecting =</p> |
| 4. | <p>REFER request with REPLACE Dialog:</p> <p>When REPLACE Dialog is in a Cisco Unified Communications Manager Cluster.</p> <p>A is in call with B (REFEREE) Dialog1, and Dialog2</p> <p>A is in Call with C (REFER TO TARGET) Dialog3 and Dialog4</p> <p>SIP -UA A send REFER B on Dialog1 to C with REPLACES Dialog3</p> | <p>TransferStartEv</p> <p>CSCE -Idle at Dialog1 with reason TRANSFER and at Dialog3 with reason TRANSFER</p> <p>TransferEndEv</p> <p>JTAPI Event:<br/>Regular TransferEvent</p> | <p>TransferStartEv</p> <p>CPIC with reason TRANSFER and Cgpn = B, Cdpn = C, Lrp = A OCdpn = C</p> <p>TransferEndEv</p> <p>JTAPI Event:<br/>Regular TransferEvents</p> | <p>TransferStartEv</p> <p>GCID with reason TRANSFER and Cgpn = B, Cdpn = C, Lrp = A OCdpn = C</p> <p>TransferEndEv</p> <p>JTAPI Event:<br/>Regular TransferEvents</p>                                                                                                                                                                                                                                                                                                                                                                             |

| SN | Scenario                                                                                                                                                                                                                                                                                                                   | Events at A | Events at B                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Events at C |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|
| 5. | <p>REFER request with REPLACE Dialog:</p> <p>When REPLACE Dialog is outside Cisco Unified Communications Manager Cluster</p> <p>SIP -UA A is in call with B, Dialog1 and Dialog2 (GC1)</p> <p>SIP -UA A is in call with SIP -UA C Dialog3</p> <p>SIP -UA A sends REFER B on Dialog1 to SIP -UA C with REPLACES Dialog3</p> | No Events   | <p>CPIC with reason REFER and Cgpn = B, Cdpn = C, Lrp = A OCdpn = B</p> <p>JTAPI Events:</p> <p>ConnDisconnectedEv -A -GC1</p> <p>CallCtlConnDisconnectedEv -A -GC1</p> <p>ConnCreatedEv - C -GC1</p> <p>ConnConnectedEv -C -GC1</p> <p>CallCtlConnEstablishedEv -C -GC1</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REFER</p> <p>JTAPI CallInfo:</p> <p>Calling = A, Called = B,</p> <p>CurrentCalling = B,</p> <p>CurrentCalled = C,</p> <p>LastRedirecting = A</p> | No Events   |



| SN | Scenario                                                                                                                                                                                                                                                                                              | Events at A | Events at B                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Events at C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6. | <p>REFER request with REPLACE Dialog:</p> <p>When A is outside a Cisco Unified Communications Manager Cluster</p> <p>SIP -UA A is in call with B, Dialog1 and Dialog2</p> <p>SIP -UA A is in call with C Dialog3 and Dialog4</p> <p>SIP -UA A sends REFER B on Dialog1 to C with REPLACES Dialog3</p> | No Events   | <p>CPIC with reason REPLACES and Cgpn = B, Cdpn = C, Lrp = A, OCdpn = C</p> <p>JTAPI Events:</p> <p>ConnDisconnectedEv -A -GC1</p> <p>CallCtlConnDisconnectedEv -A -GC1</p> <p>ConnCreatedEv - C - GC1</p> <p>ConnConnectedEv -C -GC1</p> <p>CallCtlConnEstablishedEv -C -GC1</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = A, Called = B, CurrentCalling = B, CurrentCalled = C, LastRedirecting = A</p> | <p>GCID with reason REPLACES and Cgpn = B, Cdpn = C, Lrp = A OCdpn = C</p> <p>JTAPI Events:</p> <p>CiscoCallChangedEv (GC2 -GC1) ConnDisconnectedEv -A -GC2</p> <p>CallCtlConnDisconnectedEv -A -GC2</p> <p>ConnDisconnectedEv -C -GC2</p> <p>CallCtlConnDisconnectedEv -C -GC2</p> <p>CallInvalid -GC2</p> <p>CallActive -CG1</p> <p>ConnCreatedEv -B -GC1</p> <p>ConnConnectedEv -B -GC1</p> <p>CallCtlConnEstablishedEv -B -CG1</p> <p>ConnCreatedEv -C -GC1</p> <p>ConnConnectedEv -C -GC1</p> <p>CallCtlConnEstablishedEv -C -CG1</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = A, Called = B, CurrentCalling = B, CurrentCalled = C, LastRedirecting = A</p> |

| SN | Scenario                                                                                                                                                                                                                                                                                                                                                     | Events at A                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Events at B                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Events at C                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 7. | <p>REFER request with REPLACE Dialog:</p> <p>When REPLACE Dialog is in a Cisco Unified Communications Manager Cluster.</p> <p>A is in call with B (REFEREE) Dialog1, and Dialog2 (GC1)</p> <p>D is in Call with C (REFER TO TARGET) Dialog3 and Dialog4 (GC2)</p> <p>A sends REFER B on Dialog1 to C with REPLACES Dialog3</p> <p>B and C in final call.</p> | <p>CSCE -Idle at Dialog1 with reason REFER and at Dialog3 with reason REPLACES</p> <p>JTAPI Events:</p> <p>ConnDisconnectedEv -A -GC1</p> <p>CallCtlConnDisconnectedEv -A -GC1</p> <p>ConnDisconnectedEv -B -GC1</p> <p>CallCtlConnDisconnectedEv -B -GC1</p> <p>CallInvalidEv -GC1</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REFER</p> <p>Event at D:</p> <p>ConnDisconnectedEv -D -GC2</p> <p>CallCtlConnDisconnectedEv -D -GC2</p> <p>ConnDisconnectedEv -C -GC2</p> <p>CallCtlConnDisconnectedEv -C -GC2</p> <p>CallInvalidEv -GC2</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> | <p>CPIC with reason REPLACES and Cgpn = B, Cdpn = C, Lrp = D OCdpn = C</p> <p>JTAPI Events:</p> <p>ConnDisconnectedEv -A -GC1</p> <p>CallCtlConnDisconnectedEv -A -GC1</p> <p>ConnCreatedEv -C -GC1</p> <p>ConnConnectedEv -C -GC1</p> <p>CallCtlConnEstablishedEv -C -GC1</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = A, Called = B, CurrentCalling = B, CurrentCalled = C, LastRedirecting = D</p> | <p>GCID with reason REPLACES and Cgpn = B, Cdpn = C, Lrp = D, OCdpn = C</p> <p>JTAPI Events:</p> <p>CiscoCallChangedEv (GC2 -GC1) ConnDisconnectedEv -D</p> <p>CallCtlConnDisconnectedEv -D</p> <p>ConnDisconnectedEv -C</p> <p>CallCtlConnDisconnectedEv -C</p> <p>CallInvalid -GC2</p> <p>CallActive -CG1</p> <p>ConnCreatedEv -C -GC1</p> <p>ConnConnectedEv -C -GC1</p> <p>CallCtlConnEstablishedEv -C -CG1</p> <p>ConnCreatedEv -B -GC1</p> <p>ConnConnectedEv -B -GC1</p> <p>CallCtlConnEstablishedEv -B -CG2</p> <p>Cause = CAUSE_NORMAL</p> <p>CiscoFeatureReason = REASON_REPLACES</p> <p>JTAPI CallInfo:</p> <p>Calling = C, Called = C, CurrentCalling = B, CurrentCalled = C, LastRedirecting = D</p> |

## SIP REFER

The following section describes the scenarios that might be encountered during a SIP REFER. There are two categories of REFER scenarios: IN-Dialog and OutOfDialog.

### IN-Dialog REFER Scenario

There are 11 scenarios (A through K) described in the sections that follow for IN-Dialog REFERs.

#### Scenario One

A (SIP UA in cluster/in control) is in a call with B.

A (referrer) REFERs B (Referee) to C (Refer to target), C is Ringing.

JTAPI moves A's Connect/CallControlConnection/TerminalConnection/  
CallControlTerminalConnection into the "UNKNOWN" state.

CAUSE\_CODE provided will be CAUSE\_NORMAL, new API provides REASON\_REFERER.

For C a new Connect/CallControlConnection/TerminalConnection/CallControlTerminalConnection would be created.

CallInfo at B and C would be as follows:

At B: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

At C: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

JTAPI Application observing B will see:

```
getCallingParty() = A
getCalledParty() = B
getCurrentCallingParty() = B
getCurrentCalledParty() = C
getLastRedirecting() = A
```

JTAPI Application observing C will see:

```
getCallingParty() = B
getCalledParty() = C
getCurrentCallingParty() = B
getCurrentCalledParty() = C
getLastRedirecting() = A
```

### Scenario Two

A(SIP UA in cluster/in control) is in a call with B.

A(referrer) REFERS B(Referee) to C(Refer to target), C Answers the Call.

JTAPI will Disconnect/Drop A's Connect/CallControlConnection/TerminalConnection/

CallControlTerminalConnection. CAUSE\_CODE provided will be CAUSE\_NORMAL and the new API would provide REASON\_REFERER.

For C Connect/CallControlConnection/TerminalConnection/CallControlTerminalConnection will move to the Connected/Established/Active/Talking state.

CallInfo at B and C will be as follows

At B: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

At C: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

JTAPI Application observing B will see:

```
getCallingParty() = A
getCalledParty() = B
getCurrentCallingParty() = B
getCurrentCalledParty() = C
getLastRedirecting() = A
```

JTAPI Application observing C will see:

getCallingParty() = B

getCalledParty() = C

getCurrentCallingParty() = B

getCurrentCalledParty() = C

getLastRedirecting() = A

### Scenario Three

A(SIP UA inside cluster) is in a call with B.

A(referrer) REFERS B(Referee) to C(Refer to target), C is ringing but C did not answer the call and has no forward configured. Refer fails, the original call between A and B is restored.

JTAPI will Disconnect/Drop the Connection/CallControlConnection/TerminalConnection/

CallControlTerminalConnection for C. CAUSE\_CODE provided will be CAUSE\_NORMAL and the new API will provide REASON\_REFER and move A's Connection/CallControlConnection/

TerminalConnection/CallControlTerminalConnection from the "Unknown" state to the Connected/Established/Active/Talking state.

CallInfo at A and B will be as follows

At A: Cgpn = A, Cdpn = B, Lrp = OCdpn = B

At B: Cgpn = A, Cdpn = B, Lrp = OCdpn = B

JTAPI Application observing A will see:

getCallingParty() = A

getCalledParty() = B

getCurrentCallingParty() = A

getCurrentCalledParty() = B

getLastRedirecting() = NULL

JTAPI Application observing B will see:

getCallingParty() = A

getCalledParty() = B

getCurrentCallingParty() = A

getCurrentCalledParty() = B

getLastRedirecting() = NULL

### Scenario Four

A(SIP UA outside cluster) is in call with B.

A(referrer) REFERS B(Referee) to C(Refer to target), C is ringing.

JTAPI will create Connection/CallControlConnection/TerminalConnection/

CallControlTerminalConnection for C and will drop A's Connection/CallControlConnection on getting CPIC at B, CAUSE\_CODE provided will be CAUSE\_NORMAL and the new API will provide REASON\_REFER.

CallInfo at B and C will be as follows:

At B: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

At C: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

JTAPI Application observing B will see:

getCallingParty() = A

getCalledParty() = B

getCurrentCallingParty() = B

getCurrentCalledParty() = C

getLastRedirecting() = A

JTAPI Application observing C will see:

getCallingParty() = B

getCalledParty() = C

getCurrentCallingParty() = B

getCurrentCalledParty() = C

getLastRedirecting() = A

### Scenario Five

A(SIP UA outside cluster) is in a call with B.

A(referrer) refers B(Referee) to C(Refer to target), C is ringing but C did not answer the call and has no forward configured. Refer fails, the original Call between A and B is restored.

JTAPI will create Connection/CallControlConnection for A again and drops Connection/

CallControlConnection/TerminalConnection/CallControlTerminalConnection for C.

CAUSE\_CODE provided will be CAUSE\_NORMAL and new API will provide REASON\_REFER.

CallInfo at A and B will be as follows

At A: Cgpn = A, Cdpn = B, Lrp = OCdpn = B

At B: Cgpn = A, Cdpn = B, Lrp = OCdpn = B

JTAPI Application observing A will see:

getCallingParty() = A

getCalledParty() = B

```

getCurrentCallingParty() = A
getCurrentCalledParty() = B
getLastRedirecting() = NULL
JTAPI Application observing C will see:
getCallingParty() = A
getCalledParty() = B
getCurrentCallingParty() = A
getCurrentCalledParty() = B
getLastRedirecting() = NULL

```

### Scenario Six

A(SIP UA in cluster/in control) is in a call with B.

A(referrer) REFERS B(Referee) to C(Refer to target), C answers the call.

JTAPI moves Connection/CallControlConnection/TerminalConnection/CallControlTerminalConnection for C to the Connected/Established/Active/Talking state. CAUSE\_CODE provided is CAUSE\_NORMAL and the new API will provide REASON\_REFER.

CallInfo at B and C will be as follows

At B: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

At C: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

JTAPI Application observing B will see:

```

getCallingParty() = A
getCalledParty() = B
getCurrentCallingParty() = B
getCurrentCalledParty() = C
getLastRedirecting() = A

```

JTAPI Application observing C will see:

```

getCallingParty() = B
getCalledParty() = C
getCurrentCallingParty() = B
getCurrentCalledParty() = C
getLastRedirecting() = A

```

### Scenario Seven

A(SIP UA in cluster/in control) is in a call with B.

A(referrer) REFERS B(Referee) to C(Refer to target), C forwardAll to D, D is ringing.

JTAPI creates Connection/CallControlConnection/TerminalConnection/CallControlTerminalConnection for D. CAUSE\_CODE provided will be CAUSE\_REDIRECT and the reason received from CTI would be ForwardAll.

CallInfo at B and D will be as follows

At B: Cgpn = B, Cdpn = D, Lrp = C OCdpn = C

At D: Cgpn = B, Cdpn = D, Lrp = C OCdpn = C

JTAPI Application observing B will see:

getCallingParty() = A

getCalledParty() = B

getCurrentCallingParty() = B

getCurrentCalledParty() = D

getLastRedirecting() = C

JTAPI Application observing D will see:

getCallingParty() = B

getCalledParty() = D

getCurrentCallingParty() = B

getCurrentCalledParty() = D

getLastRedirecting() = C

### Scenario Eight

A (SIP UA in cluster/in control) is in a call with B.

A(referrer) REFERS B(Referee) to C(Refer to target), C Redirect to D, D is ringing.

JTAPI creates Connection/CallControlConnection/TerminalConnection/CallControlTerminalConnection for D. CAUSE\_CODE provided will be CAUSE\_REDIRECT and the reason received from CTI in NewCallEvent at D will be Redirect.

Callinfo when Call is offered at C:

At B: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

At C: Cgpn = B, Cdpn = C, Lrp = A OCdpn = C

CallInfo in final Call:

At B: Cgpn = B, Cdpn = D, Lrp = C OCdpn = C

At D: Cgpn = B, Cdpn = D, Lrp = C OCdpn = C

JTAPI Application observing B will see in final Call:

getCallingParty() = A

```

getCalledParty() = B
getCurrentCallingParty() = B
getCurrentCalledParty() = D
getLastRedirecting() = C

```

JTAPI Application observing D will see:

```

getCallingParty() = B
getCalledParty() = D
getCurrentCallingParty() = B
getCurrentCalledParty() = D
getLastRedirecting() = C

```

### Scenario Nine

A(SIP UA in cluster/in control) is in a call with B.

B consult transfer to D, A(Referrer) REFERS B(Referee) to C(Refer to target), C is ringing,

B completes the transfer. Attempt to transfer will fail while C is ringing.

### Scenario Ten

A(SIP UA in cluster/in control) is in a call with B.

B consult transfer to D, A(Referrer) REFERS B(Referee) to C(Refer to target), C answers the call.

Refer will be successful. B completes the transfer, transfer will be successful, C and D will be in call.

JTAPI Disconnect/Drops A's Connect/CallControlConnection/TerminalConnection/

CallControlTerminalConnection. CAUSE\_CODE provided will be CAUSE\_NORMAL and the new API will provide REASON\_REFER.

For C, Connect/CallControlConnection/TerminalConnection/CallControlTerminalConnection will move to Connected/Established/Active/Talking state.

CallInfo at D and C would be as follows

At D: Cgpn = C, Cdpn = D, Lrp = B OCdpn = D

At C: Cgpn = C, Cdpn = D, Lrp = B OCdpn = D

JTAPI Application observing D will see:

```

getCallingParty() = B
getCalledParty() = D
getCurrentCallingParty() = C
getCurrentCalledParty() = D
getLastRedirecting() = B

```



JTAPI Application observing C will see:

```

getCallingParty() = B
getCalledParty() = C
getCurrentCallingParty() = C
getCurrentCalledParty() = D
getLastRedirecting() = B

```

### Scenario Eleven

B is in a call with D, B consults to A(SIP UA in cluster/in control).

A(Referrer) REFERS B(Referee) to C(Refer to target), C is ringing, B completes the transfer.

REFER would fail. Call at A will be dropped, transfer is successful, D is getting RingBack, C is ringing.

JTAPI Disconnect/Drops A's Connect/CallControlConnection/TerminalConnection/

CallControlTerminalConnection. CAUSE\_CODE provided will be CAUSE\_NORMAL and the new API would provide REASON\_REFER, Application will not know if REFER failed.

For C, Connect/CallControlConnection/TerminalConnection/CallControlTerminalConnection will move to Alerting/Alerting/Ringing/Ringing state.

CallInfo at D and C would be as follows:

At D: Cgpn = D, Cdpn = C, Lrp = B OCdpn = C

At C: Cgpn = D, Cdpn = C, Lrp = B OCdpn = C

JTAPI Application observing D will see:

```

getCallingParty() = B
getCalledParty() = D
getCurrentCallingParty() = D
getCurrentCalledParty() = C
getLastRedirecting() = B

```

JTAPI Application observing C will see:

```

getCallingParty() = B
getCalledParty() = C
getCurrentCallingParty() = D
getCurrentCalledParty() = C
getLastRedirecting() = B

```

## OutOfDialog Refer

SIP-UA A REFERS B(Referee) to C (Refer To Target)

B gets newcall with Cgpn = A, Cdpn = B, Lrp = , OCdpn = B.

JTAPI Application will get CallActive, Connection, CallCtlConnection, TerminalConnecton and CallCtlTerminalConnection created for B with CAUSE\_NORMAL, and the new API will return REASON\_REFER.

B's Connection/CallCtlConnection, TerminalConnection/CallCtlTerminalConnection will go into the Connected/Established/Active/Talking state. JTAPI creates Connection and CallCtlConnection for A in "UNKNOWN" state based on FarEndPointType\_ServerCall provided by CTI/CP.

B answers the call and is connected to A (at this point no RTPEvent will be sent).

B get CallPartyInfoChangedEv with Cgpn = B, Cdpn = C, Lrp = A, OCdpn = C, Reason = REFER.

C get NewCall offering with Cgpn = B, Cdpn = C, Lrp = A, OCdpn = C, Reason = REFER.

JTAPI Application will get Connection, CallControlConnection, TerminalConnecton and CallCtlTerminalConnection created for B with CAUSE\_NORMAL, and the new API will return REASON\_REFER.

C Accepts/Answers the call, B is connected to C (now Application receives RTP events).

C's Connection/CallCtlConnection, TerminalConnection/CallCtlTerminalConnection will go into the Connected/Established/Active/Talking state.

JTAPI Application observing B will see:

getCallingParty() = A

getCalledParty() = B

getCurrentCallingParty() = B

getCurrentCalledParty() = C

getLastRedirecting() = A

JTAPI Application observing C will see:

getCallingParty() = B

getCalledParty() = C

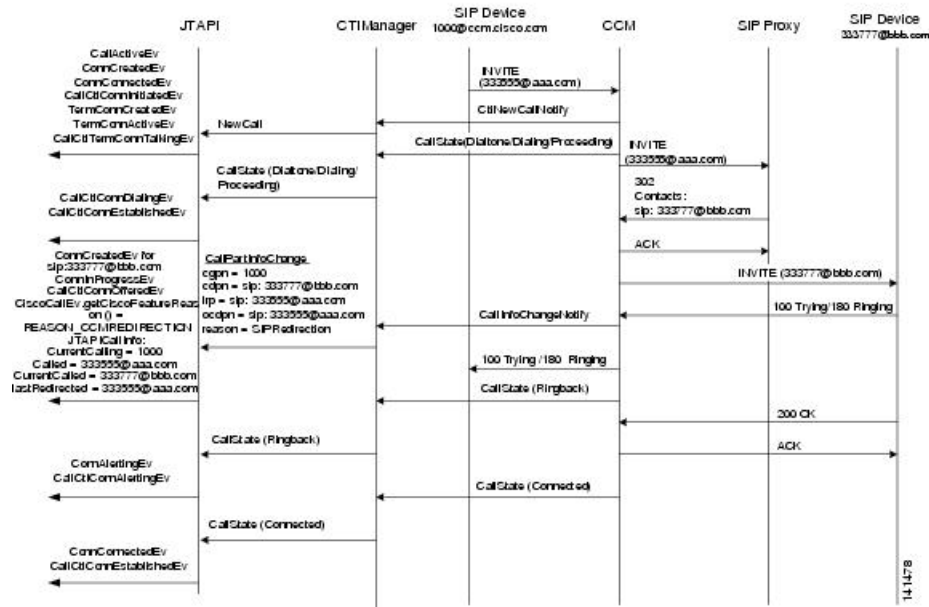
getCurrentCallingParty() = B

getCurrentCalledParty() = C

getLastRedirecting() = A

# SIP 3XX Redirection

## 3XX Redirection – 302 Moved Temporarily



JTAPI application monitors [1000@ccm.cisco.com](mailto:1000@ccm.cisco.com)

Cisco Unified Communications Manager user1000 initiates a call to [333555@aaa.com](mailto:333555@aaa.com)

CTI reports NewCallNotify and CtiCallStateNotify (Dialtone/Dialing) based on INVITE.

JTAPI reports CallActiveEv and Connection and CallCtiConnection events for 1000

JTAPI reports CallCtiConnEstablishedEv

SIP proxy reports a 302 for [333555@aaa.com](mailto:333555@aaa.com). Based on the 302, the Cisco Unified Communications Manager initiates a call to the first contact in the Target list based on the q value to [333777@bbb.com](mailto:333777@bbb.com).

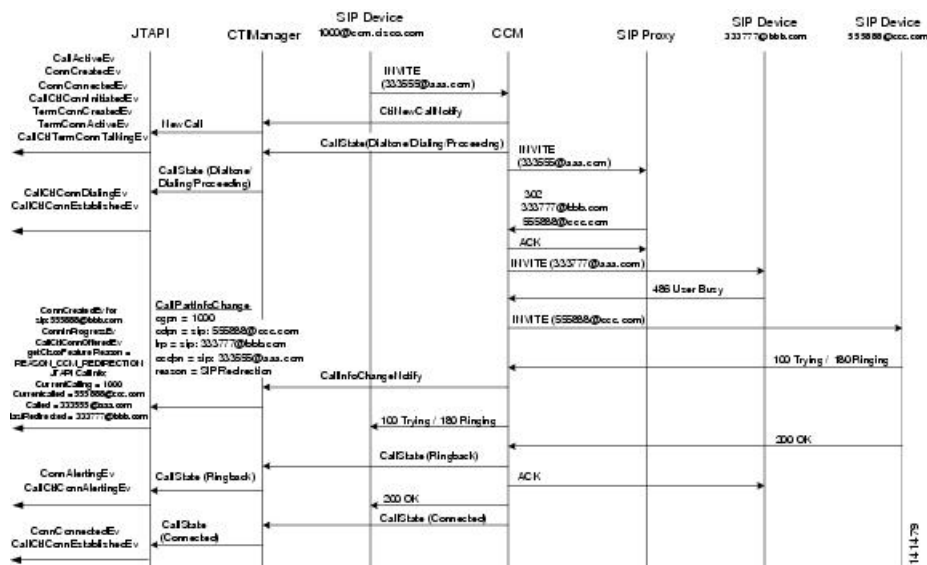
CallPartyInfoChange event is reported to application based on the SIPAlertInd from a Cisco Unified Communications Manager, if the called party information is changed.

JTAPI reports connection created events for [333777@bbb.com](mailto:333777@bbb.com)

CTI reports CtiCallStateNotify (Ringback) and CtiCallStateNotify (Connected).

JTAPI reports ConnAlertingEv and ConnEstablishedEv for far end.

### 3XX Redirection – Contact Busy



JTAPI CTI application monitors [1000@ccm.cisco.com](mailto:1000@ccm.cisco.com)

Cisco Unified Communications Manager user 1000 initiates a call to [333555@aaa.com](mailto:333555@aaa.com)

CTI reports NewCallNotify and CtiCallStateNotify (Dialtone/Dialing) based on INVITE.

JTAPI reports CallActiveEv and Connection and CallCtiConnection events for 1000

CTI reports CtiCallStateNotify (Proceeding)

JTAPI reports CallCtiConnEstablishedEv

SIP proxy reports a 302 for [333555@aaa.com](mailto:333555@aaa.com). Based on the 302 the Cisco Unified Communications Manager initiates a call to the first contact in the Target list based on the q value to [333777@bbb.com](mailto:333777@bbb.com).

A 486 user busy response is reported by [333777@bbb.com](mailto:333777@bbb.com). Based on this response the Cisco Unified Communications Manager initiates a call to [555888@cisco.com](mailto:555888@cisco.com).

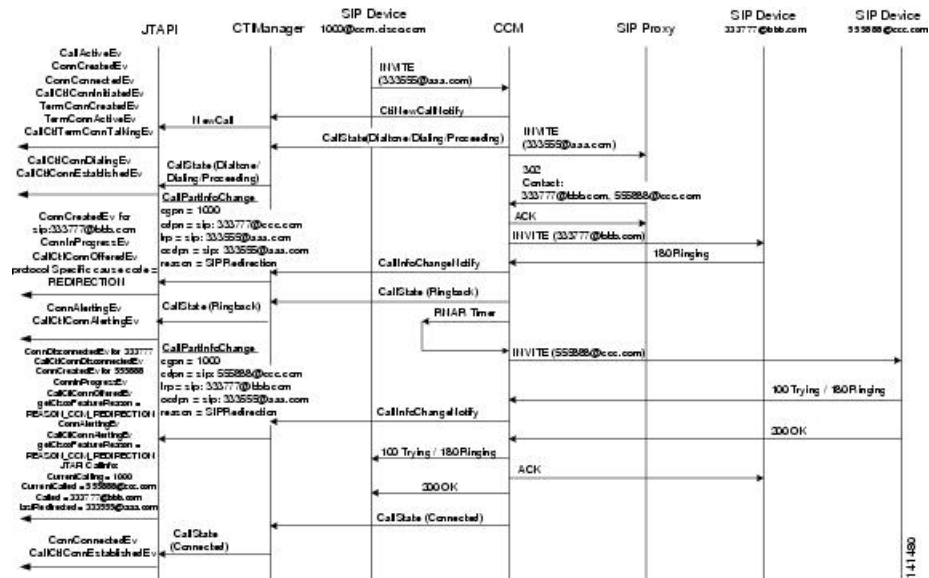
CallPartyInfoChange event is reported to application based on the SIPAlertInd from the Cisco Unified Communications Manager if the called party information is changed.

JTAPI reports connection created event for [555888@cisco.com](mailto:555888@cisco.com).

CTI also reports CtiCallStateNotify (Ringback) and CtiCallStateNotify (Connected).

JTAPI reports CallCtiConnAlertingEv and CallCtiConnEstablishedEv for the new party

### 3XX Redirection – Contact Does Not Answer



JTAPI application monitors [1000@ccm.cisco.com](mailto:1000@ccm.cisco.com)

Cisco Unified Communications Manager user1000 initiates a call to [333555@aaa.com](mailto:333555@aaa.com)

CTI reports NewCallNotify and CtiCallStateNotify (Dialtone/Dialing) based on INVITE.

JTAPI reports CallActiveEv and connection and terminalConnection events for 1000

CTI reports CtiCallStateNotify (Proceeding)

JTAPI reports CallCtiConnEstablishedEv for 1000

SIP proxy reports a 302 for [333555@aaa.com](mailto:333555@aaa.com). Based on the 302 the Cisco Unified Communications Manager initiates a call to the first contact in the Target list based on the q value to [333777@bbb.com](mailto:333777@bbb.com). The Cisco Unified Communications Manager starts the RNAR timer.

CallPartyInfoChange event is reported to application based on the SIPAlertInd from the Cisco Unified Communications Manager if the called party information is changed.

JTAPI reports connection created events for 333777

RNAR timer expires and based on this expiration the Cisco Unified Communications Manager initiates a call to [555888@cisco.com](mailto:555888@cisco.com).

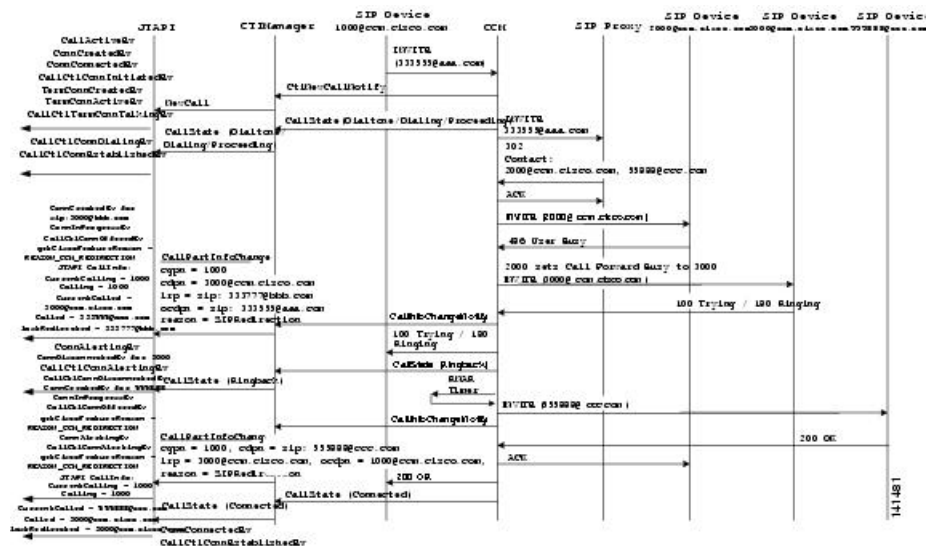
CallPartyInfoChange event is reported to application based on the SIPAlertInd/CcNotifyReq from the Cisco Unified Communications Manager if the called party information is changed.

JTAPI removes connection for 333777 and creates connection for 555888

CTI also reports CtiCallStateNotify (Connected).

JTAPI reports CallCtiConnEstablishedEv for 555888

### 3XX Redirection – Contact Within Cisco Unified Communications Manager Cluster Configured with Call Forward



JTAPI application monitors [1000@ccm.cisco.com](mailto:1000@ccm.cisco.com)

Cisco Unified Communications Manager user1000 initiates a call to [333555@aaa.com](mailto:333555@aaa.com)

CTI reports NewCallNotify and CtiCallStateNotify (Dialtone/Dialing) based on INVITE.

JTAPI reports CallActiveEv and connection and terminalConnection events for 1000

CTI reports CtiCallStateNotify (Proceeding)

JTAPI reports CallCtlConnEstablishedEv for 1000

SIP proxy reports a 302 for [333555@aaa.com](mailto:333555@aaa.com). Based on the 302 the Cisco Unified Communications Manager initiates a call to the first contact in the Target list based on the q value to [2000@ccm.cisco.com](mailto:2000@ccm.cisco.com).

A 486 user busy response is reported by [2000@ccm.cisco.com](mailto:2000@ccm.cisco.com). 2000 has Call Forward busy configured so the Cisco Unified Communications Manager initiates a call to [3000@ccm.cisco.com](mailto:3000@ccm.cisco.com). The Cisco Unified Communications Manager also starts the RNAR timer.

CallPartyInfoChange event is reported to application based on the SIPAlertInd from the Cisco Unified Communications Manager if the called party information is changed.

JTAPI reports connection created event for 3000

3000 does not answer and RNAR timer expires and based on this expiration the Cisco Unified Communications Manager initiates a call to [555888@cisco.com](mailto:555888@cisco.com).

CallPartyInfoChange event is reported to application based on the SIPAlertInd/CcNotifyReq from the Cisco Unified Communications Manager if the called party information is changed.

JTAPI destroys connection for 3000 and creates connection for 555888

CTI also reports CtiCallStateNotify (Connected).

JTAPI reports CallCtlConnEstablishedEv for 555888

### 3XX Redirection – Non-Available Target Member

JTAPI application monitors [1000@ccm.cisco.com](mailto:1000@ccm.cisco.com)

Cisco Unified Communications Manager user1000 initiates a call to [333555@aaa.com](mailto:333555@aaa.com)

CTI reports NewCallNotify and CtiCallStateNotify (Dialtone/Dialing) based on INVITE.

JTAPI reports CallActiveEv and connection and terminalConnection events for 1000

CTI reports CtiCallStateNotify (Proceeding)

JTAPI reports CallCtlConnEstablishedEv for 1000

SIP proxy reports a 302 for [333555@aaa.com](mailto:333555@aaa.com). 302 contains target list of [1212@ccm.cisco.com](mailto:1212@ccm.cisco.com) and [2000@ccm.cisco.com](mailto:2000@ccm.cisco.com). [1212@ccm.cisco.com](mailto:1212@ccm.cisco.com) is an invalid DN. The Cisco Unified Communications Manager tries to contact [1212@ccm.cisco.com](mailto:1212@ccm.cisco.com) first, but gets an invalid DN and so attempts to place the call to [2000@ccm.cisco.com](mailto:2000@ccm.cisco.com).

CallPartyInfoChange event is reported to application based on the SIPAlertInd from the Cisco Unified Communications Manager if the called party information is changed.

JTAPI reports connection created event for 2000

CTI also reports CtiCallStateNotify (Ringback/Connected).

JTAPI reports CallCtlConnAlertingEv and CallCtlConnEstablishedEv for 2000.

## SIP Support

| S.No | Scenario                                                                                                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                    |
|------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1    | External SIP phone( <a href="mailto:external@someserver.com">external@someserver.com</a> ) calls A, A is monitored by application.<br><br>Assuming external sip phone uses uri and not DN. | Event delivered to call observer on A<br>CallActiveEv<br>ConnCreatedEv A<br>Conn CreatedEv unknown<br><br>getCurrentCallingPartyInfo().geUrlInfo().getUser() returns external.<br>getCurrentCallingPartyInfo().geUrlInfo().getHost() returns someserver.com<br>getCurrentCallingPartyInfo().geUrlInfo().getUrlType() returns SIP_URL_TYPE |
| 2    | 7970 runs SIP protocol with 2 max calls set. 3rd call comes in with GCID = GCID3                                                                                                           | GCID3 CallActiveEv<br>GCID3 ConnCreatedEv A<br>GCID3 ConnFailedEv A<br>GCID3 callInvalidEv                                                                                                                                                                                                                                                |
| 3    | 7960 running SIP is included in the control list. Applications add callobserver on the terminal                                                                                            | Exception is thstrown to addobserver exception.<br>TerminalRestrictedEv will be delivered if the status changed.                                                                                                                                                                                                                          |

# SIP Trunk Early Offer

## Scenario One

Early offer call on a IPV4 mode. CTIPort or RP supports this feature. Application opens provider and adds address, terminal and call observers. (Device = TermA address = A)

| Action                                                                                                                                                                                                                                                   | Result                                                                                                                                                                                                                                                                                                  | Call information                                                                                                                                                                                           |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application registers the terminal dynamically using the new CiscoBaseMediaTerminal .register() API and passes DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type and CiscoTerminal.IP_ADDRESSING_MODE_IPV4 for activeAddressingMode. | CiscoTermInServiceEv<br>termACiscoAddrInServiceEv A                                                                                                                                                                                                                                                     |                                                                                                                                                                                                            |
| Application invokes connect() API to connect to the other address B on terminal termB.                                                                                                                                                                   | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEvTerm A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 CiscoMediaOpenIPPortEv TermA | getMediaIPAddressingMode() = IPv4<br>(((CiscoBaseMediaTerminal)<br>(ev.getTerminal()))).<br>getRegistrationType =<br>CiscoBaseMediaTerminal . passes<br>DYNAMIC_MEDIA_REGISTRATION_FOR<br>GET_PORT_SUPPORT |



| Action                                                                                                       | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call information                  |
|--------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| <p>Application sets the RTP parameters( IPv4 address and port)</p> <p>Application answers the call on B.</p> | <p>GC1 ConnCreatedEv B</p> <p>GC1 ConnInProgressEv B</p> <p>GC1 CallCtlConnOfferedEv B</p> <p>GC1 ConnAletingEv B</p> <p>GC1 CallCtlConnAlertingEv B</p> <p>GC1 TermConnCreatedEv B</p> <p>GC1 TermConnRingingEv B</p> <p>GC1 CallCtlTermConnRingingEvImpl B</p> <p>GC1 CiscoMediaOpenLogicalChannelEv TermA</p> <p>GC1 ConnConnectedEv B</p> <p>GC1 CallCtlConnEstablishedEv B</p> <p>GC1 TermConnActiveEv B</p> <p>GC1 CallCtlTermConnTalkingEv B</p> <p>CiscoRTPInputStartedEv</p> <p>CiscoRTPOutputStarted</p> | <p>ev.isRTPRequired() = false</p> |

**Scenario Two**

Early offer call on a IPv4 mode. CTIPort or RP supports this feature. Application does not set RTP parameters in time(Fail Call Over SIP Trunk if MTP Allocation Fails = true).

Application opens provider and adds Address, terminal and call observers.(Device = TermA address = A)

| Action                                                                                                                                                                                                                                                       | Result                                                         | Call information |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|------------------|
| <p>Application registers the terminal dynamically using the new CiscoBaseMediaTermina.register() API and passes DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type and CiscoTerminal.IP_ADDRESSING_MODE_IPv4 for activeAddressingMode</p> | <p>CiscoTermInServiceEv</p> <p>termACiscoAddrInServiceEv A</p> |                  |

| Action                                                                              | Result                                                                                                                                                                                                                                                                                                  | Call information                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application invokes connect() API to connect to another address B on terminal termB | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEvTerm A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 CiscoMediaOpenIPPortEv TermA | getMediaIPAddressingMode() = IPv4<br>(((CiscoBaseMediaTerminal)<br>(ev.getTerminal()))).<br>getRegistrationType =<br>CiscoBaseMediaTerminal . passes<br>DYNAMIC_MEDIA_REGISTRATION_FOR<br>GET_PORT_SUPPORT |
| Application does not sets the RTP parameters (IPv4 address and port).               | GC1 TermConnDroppedEv TermA<br>GC1 CallCtlTermConnDroppedEv TermA<br>Gc1 ConnFailedEv A<br>Gc1 CallCtlConnFailedEv A<br>Gc1 CallInvalidEv<br>PlatformException: Could not meet post condition of connect()                                                                                              | ev.getCause() =<br>CAUSE_RESOURCES_NOT_AVAILABLE                                                                                                                                                           |

**Scenario Three**

Early offer call on a IPv4 mode. CTIPort or RP supports this feature. Application does not setPort in time. (Fail Call Over SIP Trunk if MTP Allocation Fails = false)

Application opens provider and adds address, terminal and call observers. (Device = TermA address = A )

| Action                                                                                                                                                                                                                                                        | Result                                                                                                                                                                                                                                                                                                                  | Call information                                                                                                                                                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application registers the terminal dynamically using the new CiscoBaseMediaTerminal.register() API and passes DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type and CiscoTerminal.IP_ADDRESSING_MODE_IPv4 for activeAddressingMode</p> | <p>CiscoTermInServiceEv<br/>termACiscoAddrInServiceEv A</p>                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                         |
| <p>Application invokes connect() API to connect to another address B on terminal termB.</p>                                                                                                                                                                   | <p>GC1 CallActiveEv<br/>GC1 ConnCreatedEv A<br/>GC1 ConnConnectedEv A<br/>GC1 CallCtlConnInitiatedEv A<br/>GC1 TermConnCreatedEv TermA<br/>GC1 TermConnActiveEvTerm A<br/>GC1 CallCtlTermConnTalkingEv TermA<br/>GC1 CallCtlConnDialingEv A<br/>GC1 CallCtlConnEstablishedEv A<br/>GC1 CiscoMediaOpenIPPortEv TermA</p> | <p>getMediaIPAddressingMode() = IPv4<br/>(((CiscoBaseMediaTerminal)<br/>(ev.getTerminal()))).<br/>getRegistrationType =<br/>CiscoBaseMediaTerminal . passes<br/>DYNAMIC_MEDIA_REGISTRATION_FOR<br/>GET_PORT_SUPPORT</p> |

| Action                                                                                                                                              | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call information               |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <p>Application does not sets the RTP parameters. (IPv4 address and port)</p> <p>B answers the call.</p> <p>Application sets the RTP parameters.</p> | <p>GC1 ConnCreatedEv B</p> <p>GC1 ConnInProgressEv B</p> <p>GC1 CallCtlConnOfferedEv B</p> <p>GC1 ConnAletingEv B</p> <p>GC1 CallCtlConnAlertingEv B</p> <p>GC1 TermConnCreatedEv B</p> <p>GC1 TermConnRingingEv B</p> <p>GC1 CallCtlTermConnRingingEvImpl B</p> <p>GC1 CiscoMediaOpenLogicalChannelEv TermA</p> <p>GC1 ConnConnectedEv B</p> <p>GC1 CallCtlConnEstablishedEv B</p> <p>GC1 TermConnActiveEv B</p> <p>GC1 CallCtlTermConnTalkingEv B</p> <p>CiscoRTPInputStartedEv</p> | <p>isRTPRequired() = true.</p> |

**Scenario Four**

Early offer call on a dynamically registered IPv6 only CtiPort/RP with DYNAMIC\_MEDIA\_REGISTRATION\_FOR GET\_PORT\_SUPPORT for registration type.

| Action                                                                                                                                                                                                                                                           | Result                                                         | Call information |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|------------------|
| <p>Application registers the terminal dynamically using the new CiscoBaseMediaTerminal .register() API and passes DYNAMIC_MEDIA_REGISTRATION_FOR _GET_PORT_SUPPORT for registration type and CiscoTerminal.IP _ADDRESSING_MODE_IPv6 for activeAddressingMode</p> | <p>CiscoTermInServiceEv</p> <p>termACiscoAddrInServiceEv A</p> |                  |

| Action                                                                              | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call information           |
|-------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| Application invokes connect() API to connect to another address B on terminal termB | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEvTerm A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1 CallCtlTermConnRingingEvImpl B |                            |
| App answers the call on B<br><br>Application sets RTP parameters.                   | GC1 CiscoMediaOpenLogicalChannelEv TermA<br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv<br>CiscoRTPInputStartedEv<br>CiscoRTPOutputStarted                                                                                                                                                                                                                                                                                     | ev.isRTPRequired() = false |

**Scenario Five**

Early Offer call on a dynamically registered CtiPort or RP with DYNAMIC\_MEDIA\_REGISTRATION for registration type.

| Action                                                                                                                                              | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call information          |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| Application registers the terminal dynamically using the new BaseMediaTerminal.register() API and DYNAMIC_MEDIA_REGISTRATION for registration type. | CiscoTermInServiceEv<br>termACiscoAddrInServiceEv A                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                           |
| Application invokes connect() API to connect to another address B on terminal termB                                                                 | GC1 CallActiveEv<br>GC1 ConnCreatedEv A<br>GC1 ConnConnectedEv A<br>GC1 CallCtlConnInitiatedEv A<br>GC1 TermConnCreatedEv TermA<br>GC1 TermConnActiveEvTerm A<br>GC1 CallCtlTermConnTalkingEv TermA<br>GC1 CallCtlConnDialingEv A<br>GC1 CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1 CallCtlTermConnRingingEvImpl B. |                           |
| App answers the call on B<br><br>Application sets RTP parameters                                                                                    | GC1 CiscoMediaOpenLogicalChannelEv TermA<br><br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv<br>CiscoRTPInputStartedEv<br>CiscoRTPOutputStarted                                                                                                                                                                                                                                                                                  | ev.isRTPRequired() = true |

**Scenario Six**

Two applications registering same CTIPort or RP with different values for registrationType.(dynamic).

| Action                                                                                                                                                                                                            | Result                                              | Call information                                        |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|---------------------------------------------------------|
| Application1 registers the terminal TermA dynamically using the new CiscoBaseMediaTerminal .register() API and DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type.                             | CiscoTermInServiceEv<br>termACiscoAddrInServiceEv A |                                                         |
| Application2 registers the terminal TermA dynamically using the new CiscoBaseMediaTerminal .register() API and passes something other than DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type. | PlatformException:                                  | CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC_GETPORT_SUPPORT |
| Application3 registers the terminal TermA dynamically using the new CiscoBaseMediaTerminal .register() API and passes DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type.                      | CiscoTermInServiceEv<br>termACiscoAddrInServiceEv A |                                                         |

**Scenario Seven**

Application sets RTP parameters again for an early offer call with dynamically registered terminal having DYNAMIC\_MEDIA\_REGISTRATION\_FOR\_GET\_PORT\_SUPPORT for registration type.

| Action                                                                                                                                                                    | Result                                              | Call information |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------|
| Application registers the terminal dynamically using the new CiscoBaseMediaTerminal .register() API DYNAMIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type | CiscoTermInServiceEv<br>termACiscoAddrInServiceEv A |                  |

| Action                                                                                      | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call information                                                                                                                                                                                                                                                                                                                                      |
|---------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application invokes connect() API to connect to another address B on terminal termB.</p> | <p>GC1 CallActiveEv<br/>                     GC1 ConnCreatedEv A<br/>                     GC1 ConnConnectedEv A<br/>                     GC1 CallCtlConnInitiatedEv A<br/>                     GC1 TermConnCreatedEv TermA<br/>                     GC1 TermConnActiveEvTerm A<br/>                     GC1 CallCtlTermConnTalkingEv TermA<br/>                     GC1 CallCtlConnDialingEv A<br/>                     GC1 CallCtlConnEstablishedEv A<br/>                     GC1 CiscoMediaOpenIPPortEv TermA</p> | <p>getMediaIPAddressingMode() = IPv4<br/>                     (((CiscoBaseMediaTerminal)<br/>                     (ev.getTerminal()))).<br/>                     getRegistrationType =<br/>                     CiscoBaseMediaTerminal . passes<br/>                     DYNAMIC_MEDIA_REGISTRATION_FOR<br/>                     GET_PORT_SUPPORT</p> |



| Action                                                       | Result                                                                                                                                                                                                                                              | Call information                                                                    |
|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|
| Application sets the RTP parameters (IPv4 address and port). | GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B                                                            |                                                                                     |
| Application answers the call on B.                           | GC1 CallCtlTermConnRingingEvImpl B                                                                                                                                                                                                                  |                                                                                     |
| Application sets the RTP parameters again.                   | GC1 CiscoMediaOpenLogicalChannelEv TermA<br><br>InvalidStateException<br><br>GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv<br>CiscoRTPOutputStarted | ev.isRTPRequired() = false.<br><br>CTIERR_OPERATION_NOT_AVAILABLE_IN_CURRENT_STATE. |

**Scenario Eight**

Transfer involving a early offer call

Application registers two terminals TermA and TermB dynamically with DYNAMIC\_MEDIA\_REGISTRATION\_FOR\_GET\_PORT\_SUPPORT for registration type and for both. A call is established between TermA and TermB.

| Action                  | Result                          | Call information |
|-------------------------|---------------------------------|------------------|
| A puts the call on hold | GC1 CallCtlTermConnHeldEv TermA |                  |

| Action                         | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call information                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A initiates a call to C</p> | <p>GC2 CallActiveEv<br/>                     GC2 ConnCreatedEv A<br/>                     GC2 ConnConnectedEv A<br/>                     GC2 CallCtlConnInitiatedEv A<br/>                     GC2 TermConnCreatedEv TermA<br/>                     GC2 TermConnActiveEvTerm A<br/>                     GC2 CallCtlTermConnTalkingEv TermA<br/>                     GC2 CallCtlConnDialingEv A<br/>                     GC2 CallCtlConnEstablishedEv A<br/>                     GC2 CiscoMediaOpenIPPortEv TermA</p> | <p>getMediaIPAddressingMode() = IPv4<br/>                     (((CiscoBaseMediaTerminal)<br/>                     (ev.getTerminal()))).<br/>                     getRegistrationType =<br/>                     CiscoBaseMediaTerminal . passes<br/>                     DYNAMIC_MEDIA_REGISTRATION_FOR<br/>                     GET_PORT_SUPPORT</p> |

| Action                                                                                                                           | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call information                  |
|----------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| <p>Application sets the RTP parameters for TermA and opens the port( IPv4 address and port)</p> <p>App answers the call on C</p> | <p>GC2 TermConnRingingEv C</p> <p>GC2 CallCtlTermConnRingingEvImpl C</p> <p>GC2 CiscoMediaOpenLogicalChannelEv TermA</p> <p>GC2 ConnConnectedEv C</p> <p>GC2 CallCtlConnEstablishedEv C</p> <p>GC2 TermConnActiveEv C</p> <p>GC2 CallCtlTermConnTalkingEv C</p> <p>CiscoRTPInputStartedEvs</p> <p>CiscoRTPOutputStartedEvs</p> <p>GC2 ConnCreatedEv C</p> <p>GC2 ConnInProgressEv C</p> <p>GC2 CallCtlConnOfferedEv C</p> <p>GC2 ConnAletingEv C</p> <p>GC2 CallCtlConnAlertingEv C</p> <p>GC2 TermConnCreatedEv</p> | <p>Ev.isRTPRequired() = false</p> |
| <p>A transfers the two calls GC1.transfer(GC2)</p>                                                                               | <p>GC2 ConnDisconnectedEv C</p> <p>Gc2 CallCtlConnDisconnectedEv C</p> <p>GC2 ConnDisconnectedEv A</p> <p>GC2 CallCtlConDisconnectedEv A</p> <p>GC2 CallInvalidEv</p> <p>GC1 ConnCreatedEv C</p> <p>GC1 CiscoMediaOpenLogicalChannelEv TermB</p>                                                                                                                                                                                                                                                                     | <p>Ev.isRTPRequired() = true</p>  |
| <p>Application sets the RTP parameters for TermB</p>                                                                             | <p>GC1 ConnEstablishedEv C</p> <p>CiscoRTPInputStartedEv</p> <p>CiscoRTPOutputStartedEvs</p>                                                                                                                                                                                                                                                                                                                                                                                                                         |                                   |

**Scenario Nine**

Hold Resume Scenario

The application registers terminal TermA with DYNAMIC\_MEDIA\_REGISTRATION\_FOR\_GET\_PORT\_SUPPORT for registration type.

A call is established between TermA and TermB.

| Action                                         | Result                                                                         | Call information          |
|------------------------------------------------|--------------------------------------------------------------------------------|---------------------------|
| TermA puts the call on hold.                   | Gc1 CallCtlTermConnHeldEv<br>CiscoRTPInputStopped<br>EvCiscoRTPOutoutStoppedEv |                           |
| TermA resumes the call.                        | GC1 CiscoMediaOpenLogicalChannelEv<br>TermA                                    | Ev.isRTPRequired() = true |
| Application sets the RTP parameters for TermA. | CiscoRTPInputstartedEv<br>CiscoRTPOutputStarted<br>EvCallCtlTermConnTalkingEv  |                           |

**Scenario Ten**

Call from a terminal registered with registration type as CiscoBaseMediaTerminal .STATIC\_MEDIA\_REGISTRATION\_FOR\_GET\_PORT\_SUPPORT.

| Action                                                                                                                                                                                                                                                | Result                                              | Call information |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|------------------|
| Application registers the terminal statically using the new CiscoBaseMediaTerminal .register() API and passes STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type and CiscoTerminal.IP_ADDRESSING_MODE_IPv4 for activeAddressingMode | CiscoTermInServiceEvterm<br>ACiscoAddrInServiceEv A |                  |

| Action                                                                                                        | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call information                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Application invokes connect() API to connect to another address B on terminal termB.</p>                   | <p>GC1 CallActiveEv<br/>                     GC1 ConnCreatedEv A<br/>                     GC1 ConnConnectedEv A<br/>                     GC1 CallCtlConnInitiatedEv A<br/>                     GC1 TermConnCreatedEv TermA<br/>                     GC1 TermConnActiveEvTerm A<br/>                     GC1 CallCtlTermConnTalkingEv TermA<br/>                     GC1 CallCtlConnDialingEv A<br/>                     GC1 CallCtlConnEstablishedEv A<br/>                     GC1 CiscoMediaOpenIPPortEv TermA</p>                                                                                                                                                                                         | <p>getMediaIPAddressingMode() = IPv4<br/>                     (((CiscoBaseMediaTerminal)<br/>                     (ev.getTerminal()))).<br/>                     getRegistrationType =<br/>                     CiscoBaseMediaTerminal . passes<br/>                     STATIC_MEDIA_REGISTRATION_FOR<br/>                     GET_PORT_SUPPORT</p> |
| <p>Application sets the RTP parameters.(IPv4 address and port).</p> <p>Application answers the call on B.</p> | <p>GC1 ConnCreatedEv B<br/>                     GC1 ConnInProgressEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAletingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv B<br/>                     GC1 TermConnRingingEv B<br/>                     GC1 CallCtlTermConnRingingEvImpl B<br/>                     GC1 ConnConnectedEv B<br/>                     GC1 CallCtlConnEstablishedEv B<br/>                     GC1 TermConnActiveEv B<br/>                     GC1 CallCtlTermConnTalkingEv B<br/>                     CiscoRTPInputStartedEv<br/>                     CiscoRTPOutputStarted</p> |                                                                                                                                                                                                                                                                                                                                                      |

**Scenario Eleven**

Two Applications registering same CTIPort or RP with different values for registrationType (static).

| Action                                                                                                                                                                                 | Result                                              | Call information                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------|--------------------------------------------------------|
| Application1 registers the terminal TermA statically using the new register() API and STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type                             | CiscoTermInServiceEv<br>termACiscoAddrInServiceEv A |                                                        |
| Application2 registers the terminal TermA statically using the new register() API and passes something other than STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type | PlatformException                                   | CTIERR_MEDIA_ALREADY_TERMINATED_STATIC_GETPORT_SUPPORT |
| Application3 registers the terminal TermA statically using the new register() API and passes STATIC_MEDIA_REGISTRATION_FOR_GET_PORT_SUPPORT for registration type                      | CiscoTermInServiceEv<br>termACiscoAddrInServiceEv A |                                                        |

# SRTP Key Material

If this feature is enabled, it is expected to degrade the performance of Cisco Unified JTAPI. Performance degradation is because of encrypted signaling between CTI and JTAPI and also because of encrypted media between end points.

**Scenario One**

| Action                                                                                                                                                                                                         | Event                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| App adds CallObserver on an Address 1 and initiates a call to address2 and involves in secure media conversation. If user is authorized, then CiscoRTPInputKeyEv and CiscoRTPOutputKeyEv contain key material. | CiscoRTPInputKeyEv<br>CiscoRTPInputStartedEv<br>CiscoRTPOutputKeyEv<br>CiscoRTPOutputStartedEv |

**Scenario Two**

| Action                                                                                                                                                       | Event                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------|
| Application adds TerminalObserver by enabling snapshotEnabled filter. Device is already in a secure call and queries invokes CiscoTerminal.createSnapshot () | CiscoTermSnapshotEv using which applications can query getCiscoMediaCallSecurity () to find out if a call is secured or not. |

**Scenario Three**

| Action                                                                                                                                            | Response                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Application does not have a TLS link and tries to register with secure media. CiscoMediaTerminal.register (ipAddr, portNum, mediaCaps, algorithm) | PrivilegeViolationException is thrown to the application |
| Application has a secure media and registers CiscoMediaTerminal.register (ipAddr, portNum, mediaCaps, algorithm)                                  | Request is successful                                    |

## Super Provider Message Flow

The application tries to create Terminal for CTIPort1 that has Addresses 2000 and 2001. The following events get sent to the application.

| No. | Action                                                                                                                                                                                                | Event                                                                                                                                                                                      |
|-----|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1   | Application invokes CiscoProvider.<br>CreateTerminal(CTIPort1) where CiscoProviderCapabilities.canObserveAnyTerminal() returns TRUE.                                                                  | JTAPI would return CiscoTerminal object and the following events get sent:<br><br>CiscoTermCreatedEv CTIPort1<-----<br>CiscoAddrCreated 2000<-----<br>CiscoAddrCreated 2001<-----          |
| 2   | If the application already has a terminal where the 2001 address already exists, that is, 2001 is a SharedLine Address.<br><br>Now, the application invokes<br>CiscoProvider.CreateTerminal(CTIPort1) | JTAPI would return CiscoTerminal object and the following events get sent<br><br>CiscoTermCreatedEv CTIPort1<-----<br>CiscoAddrCreated 2000<-----<br>CiscoAddrAddedToTerminalEv 2001<----- |
| 3   | Application invokes<br><br>CiscoProvider.CreateTerminal(CTIPortX) where CTIPortX does not exist in Cisco Unified Communications Manager cluster.                                                      | JTAPI would throw an exception: InvalidArgumentException                                                                                                                                   |
| 4   | Application invokes<br><br>CiscoProvider.CreateTerminal(CTIPort1) where CiscoProviderCapabilities.canObserveAnyTerminal() returns FALSE.                                                              | JTAPI would throw an exception:<br>PrivilegeViolationException                                                                                                                             |

## SuperProvider and Change Notification Enhancements Use Cases

New events have been added to JTAPI, which will be sent to applications in order to handle new failover scenario and change notification. This enhances JTAPI to handle failover scenarios and the time required to shift between Superprovider and normal user modes.

**Scenario One**

Superprovider user opens provider and opens a few devices in Superprovider mode which are not in control list. From admin pages, Superprovider privilege is removed.

Application receives CiscoProviderCapabilityChangedEvent event. JTAPI sends CiscoTermRemovedEv all the devices which are opened / acquired and are not in the control list. JTAPI will send provider OOS to application, CiscoTermRemovedEv to devices not in control list and will reopen connection to CTI. When connect succeeds, JTAPI will send provider in service event to the application. Else, it will close the provider.

**Scenario Two**

Normal user opens provider and opens a few devices in control list. From admin pages, Superprovider privilege is added to the user.

Application receives CiscoProviderCapabilityChangedEvent event. User will now be able to acquire/open devices not in its control list.

**Scenario Three**

Normal user opens provider and opens a few park DNs. From admin pages, park DN monitor privilege is removed for the user.

Application receives CiscoProviderCapabilityChangedEvent event. JTAPI will cleanup all park DN addresses.

**Scenario Four**

Normal user opens provider. From admin pages, park DN monitor privilege is added for the user.

Application receives CiscoProviderCapabilityChangedEvent event. Application registers the park DN monitoring feature and is able to monitor park DN.

**Scenario Five**

Normal user opens provider. From admin pages, “modify calling party” privilege is removed for the user.

Application receives CiscoProviderCapabilityChangedEvent event. Application is not able to change the calling party number during redirect. JTAPI will throw error if application tries to do this.

**Scenario Six**

Normal user opens provider. From admin pages, “modify calling party” privilege is added for the user.

Application receives CiscoProviderCapabilityChangedEvent event. Application is able to change the calling party number in a call during redirect.

**Scenario Seven**

Superprovider user opens provider and acquires a device not in control list. From admin pages, the device is deleted.

Application receives CiscoTermRemovedEv event. Device is closed from JTAPI perspective.



# Support for Cisco Unified IP Phone 6901

## Scenario 1

Phone A is a Cisco Unified IP Phone 6901 and phone B is a normal SCCP/SIP phone. Application is observing the devices A and B. Phone A is off-hook and application initiates a call through createCall() API from phone A to phone B.

Configuration:

- Phone A – Cisco Unified IP Phone 6901
- Phone B – SCCP/SIP Device

| Action                                                                                  | Result                                                                                                                                                                                                                                                                                                                                           | Call info                     |
|-----------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------|
| Application observes A and B.                                                           | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B                                                                                                                                                                                                                                                                                             | Application observes A and B. |
| A goes off-hook<br><br>Application calls createCall() and call connect() API to Call B. | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>GC1:<br>TermConnDroppedEv [Term A]<br>CallCtlTermConnDroppedEv [Term A]<br>ConnDisconnectedEv A<br>CallCtlConnDisconnectedEv A<br>CallInvalidEv |                               |

| Action                                      | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call info                                                       |
|---------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
|                                             | GC2:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv -[Term A]<br>CallCtlTermConnTalkingEv -[Term A]<br>CallCtlConnDialingEv A<br>CallCtlConnEstablishedEv A<br>ConnCreatedEv - B<br>-----<br>-----<br>-----<br>-----<br>ConnAlertingEv B<br>CallCtlConnAlertingEv B<br>TermConnCreatedEv [Term B]<br>TermConnRingingEv [Term B]<br>CallCtlTermConnRingingEvImpl [Term B] |                                                                 |
| B answers the call and A & B are connected. | GC2:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                                                                                                                                                                                                                                                          | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL |

**Scenario 2**

Phone A is a normal SCCP/SIP phone and phone B is Cisco Unified IP Phone 6901. Application is observing both the devices A & B. User initiates a call from phone A to phone B. Phone B goes off-hook and answers the incoming call.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B – Cisco Unified IP Phone 6901

| Action                                      | Result                                                                                                                    | Call info                                                       |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| B answers the call and A & B are connected. | GC2:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B] | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL |

**Scenario 3**

Phone A is Cisco Unified IP Phone 6901 and phone B is a normal SCCP/SIP phone. Application is observing both the devices A and B. Phone A is on-hook and application initiates a call from phone A to phone B.

Configuration:

- Phone A – Cisco Unified IP Phone 6901
- Phone B – SCCP/SIP Device

| Action                                                                   | Result                                               | Call info                                 |
|--------------------------------------------------------------------------|------------------------------------------------------|-------------------------------------------|
| Application observes A and B.                                            | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B |                                           |
| A is on-hook and application call createcall() and connect API to call B | Jtapi ththrows Exception:<br>InvalidStateException   | Operation not available in current state. |

**Scenario 4**

Application is observing both the devices A and B. Phone A is a normal SCCP/SIP phone and phone B is Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B is on-hook and application tries to answer the call on B.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B – Cisco Unified IP Phone 6901

| Action                                                          | Result                                                                                                                                                                                                                            | Call info                                 |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------|
| Application observes A and B.                                   | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B                                                                                                                                                                              |                                           |
| A initiates a call to B from application.                       | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>-----<br>----- |                                           |
| B is on-hook and tries to answer the call from the application. | Jtapi ththrows Exception:<br>InvalidStateException                                                                                                                                                                                | Operation not available in current state. |

**Scenario 5**

Application is observing both the devices A and B. Phone A is a normal SCCP/SIP phone and phone B is Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B parks the call from application.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B – Cisco Unified IP Phone 6901

| Action                        | Result                                               | Call info |
|-------------------------------|------------------------------------------------------|-----------|
| Application observes A and B. | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B |           |

| Action                                        | Result                                                                                                                                                                                                                   | Call info                                                             |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| A initiates a call to B from the application. | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv -[Term A]<br>CallCtlTermConnTalkingEv -[Term A]<br>-----<br>-----<br>----- |                                                                       |
| B answers the call and A & B are connected.   | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL       |
| B parks the call from the application.        | GC1:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br>ConnCreatedEv ParkDN<br>ConnInProgressEv ParkDN<br>CallCtlConnQueuedEv ParkDN          | currentCalling = A<br>currentCalled = Park DN<br>CAUSE = CAUSE_NORMAL |

**Scenario 6**

Call Park Reversion Timer is set to 30 seconds at service parameter page. Application is observing both the devices A and B. Phone A is a normal SCCP/SIP phone and phone B is Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B parks the call. B goes on-hook.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B – Cisco Unified IP Phone 6901

| Action                                        | Result                                                                                                                                                                                                                   | Call info                                                             |
|-----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Application observes A and B.                 | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B                                                                                                                                                                     |                                                                       |
| A initiates a call to B from the application. | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>----- |                                                                       |
| B answers the call and A & B are connected.   | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL       |
| B parks the call from the application.        | GC1:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br>ConnCreatedEv ParkDN<br>ConnInProgressEv ParkDN<br>CallCtlConnQueuedEv ParkDN          | currentCalling = A<br>currentCalled = Park DN<br>CAUSE = CAUSE_NORMAL |

| Action                                                                                                                                                                 | Result                                                                                                                                                                                                                                                                                                                         | Call info                                                                      |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|
| <p>B goes on-hook.</p> <p>Call Park reversion Timer expires after 30 seconds and the call comes back to B.</p> <p>B tries to answer the call from the application.</p> | <p>GC1:</p> <p>ConnCreatedEv B</p> <p>ConnInProgressEv B</p> <p>CallCtlConnOfferedEv B</p> <p>ConnAlertingEv B</p> <p>CallCtlConnAlertingEv B</p> <p>TermConnCreatedEv [Term B]</p> <p>TermConnRingingEv [Term B]</p> <p>CallCtlTermConnRingingEvImpl [Term B]</p> <p>Jtapi throwsException:</p> <p>InvalidStateException.</p> | <p>Operation not available in current state.</p>                               |
| <p>B goes off-hook and answers the call.</p>                                                                                                                           | <p>GC1:</p> <p>ConnConnectedEv B</p> <p>CallCtlConnEstablishedEv B</p> <p>TermConnActiveEv [Term B]</p> <p>CallCtlTermConnTalkingEv [Term B]</p>                                                                                                                                                                               | <p>currentCalling = A</p> <p>currentCalled = B</p> <p>CAUSE = CAUSE_NORMAL</p> |

**Scenario 7**

Application is observing the devices A, B and C. Phone A is a normal SCCP/SIP phone, B and C are Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B parks the call from application. C is off-hook and un parks the call from the application.

Configuration:

- Phone A – SCCP/SIP Device
- Phones B and C – Cisco Unified IP Phone 6901

| Action                                      | Result                                                                                                                                                                                                                            | Call info                                                             |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| Application observes A, B and C.            | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv – B<br>CiscoAddrInServiceEv - C                                                                                                                                                  |                                                                       |
| A initiates a call from the application.    | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>-----<br>----- | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL    |
| B answers the call and A & B are connected. | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL       |
| B parks the call from the application.      | GC1:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br>ConnCreatedEv ParkDN<br>ConnInProgressEv ParkDN<br>CallCtlConnQueuedEv ParkDN                   | currentCalling = A<br>currentCalled = Park DN<br>CAUSE = CAUSE_NORMAL |



| Action                                    | Result                                                                                                                                                                                                                                                            | Call info |
|-------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| C un parks the call from the application. | GC2:<br>CallActiveEv<br>ConnCreatedEv –C<br>ConnConnectedEv – C<br>CallCtlConnInitiatedEv - C<br>-----<br>-----<br>ConnCreatedEv ParkDN<br>ConnInProgressEv ParkDN<br>CallCtlConnOfferedEv ParkDN                                                                 |           |
|                                           | GC1:<br>ConnDisconnectedEv ParkDN<br>CallCtlConnDisconnectedEv ParkDN                                                                                                                                                                                             |           |
|                                           | GC1:<br>ConnCreatedEv –C<br>ConnConnectedEv – C<br>CallCtlConnEstablishedEv – C<br>TermConnCreatedEv [Term C]<br>TermConnActiveEv [Term C]<br>CallCtlTermConnTalkingEv [Term C]<br>ConnCreatedEv ParkDN<br>ConnInProgressEv ParkDN<br>CallCtlConnOfferedEv ParkDN |           |

| Action | Result                                                                                                                                                                                                                                             | Call info |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | GC2:<br>ConnDisconnectedEv ParkDN<br>CallCtlConnDisconnectedEv ParkDN<br>TermConnDroppedEv [Term C]<br>CallCtlTermConnDroppedEv [Term C]<br>ConnDisconnectedEv C<br><br>GC2 CiscoCallChangedEv<br><br>CallCtlConnDisconnectedEv C<br>CallInvalidEv |           |

**Scenario 8**

Application is observing the devices A, B and C. Phone A is a normal SCCP/SIP phone, B and C are Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B parks the call from application. C is on-hook and un parks the call from the application.

Configuration:

- Phone A – SCCP/SIP Device
- Phones B and C – Cisco Unified IP Phone 6901

| Action                           | Result                                                                           | Call info |
|----------------------------------|----------------------------------------------------------------------------------|-----------|
| Application observes A, B and C. | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv – B<br>CiscoAddrInServiceEv - C |           |

| Action                                      | Result                                                                                                                                                                                                                            | Call info                                                             |
|---------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------|
| A initiates a call from the application.    | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv -[Term A]<br>CallCtlTermConnTalkingEv -[Term A]<br>-----<br>-----<br>-----<br>----- | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL    |
| B answers the call and A & B are connected. | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL       |
| B parks the call from the application.      | GC1:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br>ConnCreatedEv ParkDN<br>ConnInProgressEv ParkDN<br>CallCtlConnQueuedEv ParkDN                   | currentCalling = A<br>currentCalled = Park DN<br>CAUSE = CAUSE_NORMAL |
| C un parks the call from the application.   | Jtapi throws Exception:<br>InvalidStateException                                                                                                                                                                                  | Operation not available in current state.                             |

**Scenario 9**

Application is observing the devices A, B and C. Phone A is a normal SCCP/SIP phone, B and C are Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B transfers the call to C from the application.

Configuration:

- Phone A – SCCP/SIP Device
- Phones B and C – Cisco Unified IP Phone 6901

| Action                                        | Result                                                                                                                                                                                                                            | Call info                                                          |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Application observes A, B and C.              | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv – B<br>CiscoAddrInServiceEv - C                                                                                                                                                  |                                                                    |
| A initiates a call from the application.      | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>-----<br>----- | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL |
| B answers the call and A and B are connected. | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |

| Action                                                       | Result                                                                                                                                                                                                                                                                    | Call info                                                       |
|--------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| B makes consult call to C                                    | GC1:<br>CallCtTermConnHeldEv B<br><br>GC2:<br>CallActiveEv<br>ConnCreatedEv -B<br>ConnConnectedEv - B<br>CallCtConnInitiatedEv - BTermConnCreatedEv - [Term B]<br>TermConnActiveEv -[Term B]<br>CallCtTermConnTalkingEv -[Term B]<br><br>-----<br>-----<br>-----<br>----- | currentCalling = B<br>currentCalled = C<br>CAUSE = CAUSE_NORMAL |
| C goes off-hook and answers the call. B and C are connected. | GC2:<br>ConnConnectedEv C<br>CallCtConnEstablishedEv C<br>TermConnActiveEv [Term C]<br>CallCtTermConnTalkingEv [Term C]                                                                                                                                                   | currentCalling = B<br>currentCalled = C<br>CAUSE = CAUSE_NORMAL |
| B completes transfer by invoking GC1.transfer(GC2)           | GC1:<br>CiscoTermConnSelectChangedEv [Term B]<br><br>GC2:<br>CiscoTermConnSelectChangedEv [Term B]<br><br>GC1 CiscoTransferStartEv<br><br>GC2 CiscoCallChangedEv                                                                                                          |                                                                 |

| Action | Result                                                                                                                                                                                                                                                                                                      | Call info |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | GC1:<br>ConnCreatedEv - C<br>ConnConnectedEv – C<br>CallCtlConnEstablishedEv - C<br>TermConnCreatedEv - [Term C]<br>TermConnActiveEv –[Term C]<br>CallCtlTermConnTalkingEv –[Term C]                                                                                                                        |           |
|        | GC2:<br>TermConnDroppedEv [Term C]<br>CallCtlTermConnDroppedEv [Term C]<br>ConnDisconnectedEv C<br>CallCtlConnDisconnectedEv C                                                                                                                                                                              |           |
|        | GC1:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br><br>GC2:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br>CallInvalidEv<br>CiscoTransferEndEv |           |

**Scenario 10**

Application is observing the devices A, B and C. Phone A is a normal SCCP/SIP phone, B and C are Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B does a conference with C from the application.

Configuration:

- Phone A – SCCP/SIP Device
- Phones B and C – Cisco Unified IP Phone 6901

| Action                                        | Result                                                                                                                                                                                                                            | Call info                                                          |
|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Application observes A, B and C.              | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv – B<br>CiscoAddrInServiceEv – C                                                                                                                                                  |                                                                    |
| A initiates a call from the application.      | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>-----<br>----- | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL |
| B answers the call and A and B are connected. | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |

| Action                                                                         | Result                                                                                                                                                                                                                                                                                   | Call info                                                                |
|--------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|
| <p>B makes consult call to C.</p> <p>C goes off-hook and answers the call.</p> | <p>GC1:<br/>CallCtlTermConnHeldEv B</p> <p>GC2:<br/>CallActiveEv<br/>ConnCreatedEv -B<br/>ConnConnectedEv - B</p> <p>-----<br/>-----<br/>-----<br/>-----</p> <p>ConnConnectedEv C<br/>CallCtlConnEstablishedEv C<br/>TermConnActiveEv [Term C]<br/>CallCtlTermConnTalkingEv [Term C]</p> | <p>currentCalling = B<br/>currentCalled = C<br/>CAUSE = CAUSE_NORMAL</p> |
| <p>B conferences two calls by invoking GC1.conference(GC2)</p>                 | <p>GC1:<br/>CiscoTermConnSelectChangedEv [Term B]</p> <p>GC2:<br/>CiscoTermConnSelectChangedEv [Term B]</p> <p>GC1 CiscoConferenceStartEv</p> <p>GC2 CiscoCallChangedEv</p>                                                                                                              |                                                                          |



| Action | Result                                                                                                                                                                                                                                                                                                                                                                        | Call info |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
|        | GC1:<br>ConnCreatedEv - C<br>ConnConnectedEv – C<br>CallCtlConnEstablishedEv - C<br>TermConnCreatedEv - [Term C]<br>TermConnActiveEv –[Term C]<br>CallCtlTermConnTalkingEv –[Term C]<br><br>GC2:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br>CallInvalidEv<br><br>GC1 CiscoConferenceEndedEv |           |

**Scenario 11**

Application is observing the devices A, B and C. Phone A is a normal SCCP/SIP phone, B and C are Cisco Unified IP Phone 6901 models. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B redirects the call to C from the application.

Configuration:

- Phone A – SCCP/SIP Device
- Phones B and C – Aleta Device

| Action                           | Result                                                                           | Call info |
|----------------------------------|----------------------------------------------------------------------------------|-----------|
| Application observes A, B and C. | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv – B<br>CiscoAddrInServiceEv - C |           |

| Action                                                 | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info                                                                                                             |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| <p>A initiates a call from the application.</p>        | <p>GC1:<br/>                     CallActiveEv<br/>                     ConnCreatedEv -A<br/>                     ConnConnectedEv - A<br/>                     CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br/>                     TermConnActiveEv -[Term A]<br/>                     CallCtlTermConnTalkingEv -[Term A]<br/>                     -----<br/>                     -----<br/>                     -----<br/>                     -----</p> | <p>currentCalling = A<br/>                     currentCalled = null<br/>                     CAUSE = CAUSE_NORMAL</p> |
| <p>B answers the call and A &amp; B are connected.</p> | <p>GC1:<br/>                     ConnConnectedEv B<br/>                     CallCtlConnEstablishedEv B<br/>                     TermConnActiveEv [Term B]<br/>                     CallCtlTermConnTalkingEv [Term B]</p>                                                                                                                                                                                                                                             | <p>currentCalling = A<br/>                     currentCalled = B<br/>                     CAUSE = CAUSE_NORMAL</p>    |
| <p>B redirects the call to C from the application.</p> | <p>GC1:<br/>                     ConnCreatedEv C<br/>                     ConnInProgressEv C<br/>                     CallCtlConnOfferedEv C<br/>                     TermConnDroppedEv [Term B]<br/>                     CallCtlTermConnDroppedEv [Term B]<br/>                     ConnDisconnectedEv B</p>                                                                                                                                                        |                                                                                                                       |

| Action                                               | Result                                                                                                                                                                                                                                                                                              | Call info                                                       |
|------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| C is off-hook and answers the call from application. | CallCtConnDisconnectedEv B<br>ConnAlertingEv C<br>CallCtConnAlertingEv C<br>TermConnCreatedEv [Term C]<br>TermConnRingingEv [Term C]<br>CallCtTermConnRingingEvImpl [Term C]<br><br>ConnConnectedEv C<br>CallCtConnEstablishedEv C<br>TermConnActiveEv [Term C]<br>CallCtTermConnTalkingEv [Term C] | currentCalling = A<br>currentCalled = C<br>CAUSE = CAUSE_NORMAL |

**Scenario 12**

Application is observing both the devices A and B. Phone A is a normal SCCP/SIP phone and phone B is Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B puts the call on hold by pressing the corresponding button from the phone. B resumes the call by pressing Line key from the phone.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B – Aleta Phone

| Action                        | Result                                               | Call info |
|-------------------------------|------------------------------------------------------|-----------|
| Application observes A and B. | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B |           |

| Action                                                          | Result                                                                                                                                                                                                                            | Call info                                                          |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| A initiates a call from the application.                        | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv -[Term A]<br>CallCtlTermConnTalkingEv -[Term A]<br>-----<br>-----<br>-----<br>----- | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL |
| B answers the call, and A and B are connected.                  | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |
| B presses Hold button from the phone and puts the call on hold. | GC1:<br>CallCtlTermConnHeldEv B                                                                                                                                                                                                   | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |
| B presses Line button from the phone and resumes the call.      | GC1:<br>CallCtlTermConnTalkingEv B                                                                                                                                                                                                | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |

**Scenario 13**

Application is observing both the devices A and B. Phone A is a normal SCCP/SIP phone and phone B is Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B puts the call on hold by pressing the button and goes on-hook. Now B tries to resume the call from application.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B – Cisco Unified IP Phone 6901

| Action                                                                  | Result                                                                                                                                                                                                                            | Call info                                                          |
|-------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Application observes A and B.                                           | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B                                                                                                                                                                              |                                                                    |
| A initiates a call to B from the application.                           | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>-----<br>----- | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL |
| B answers the call and A & B are connected.                             | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |
| B presses hold hardkey from the phone and puts the call on hold.        | GC1:<br>CallCtlTermConnHeldEv B                                                                                                                                                                                                   |                                                                    |
| B goes on-hook.<br><br>B tries to resume the call from the application. | Exception: InvalidStateException.                                                                                                                                                                                                 | Operation not available in current state.                          |

**Scenario 14**

Application is observing devices A and B. Phone A is a normal SCCP/SIP phone and phone B is Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call.

B puts the call on hold by pressing hard key and goes on-hook. Now B tries to resume the call by pressing the line hard key from phone.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B – Cisco Unified IP Phone 6901

| Action                                                           | Result                                                                                                                                                                                                                            | Call info                                                          |
|------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| Application observes A and B.                                    | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv - B                                                                                                                                                                              |                                                                    |
| A initiates a call to B from the application.                    | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>-----<br>----- | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL |
| B answers the call and A & B are connected.                      | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |
| B presses hold hardkey from the phone and puts the call on hold. | GC1:<br>CallCtlTermConnHeldEv B                                                                                                                                                                                                   |                                                                    |

| Action                                                                                        | Result                                                                                                                                                                                                                                                                                                                                                    | Call info                                        |
|-----------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------|
| <p>B goes on-hook.</p> <p>B tries to resume the call by pressing the line key from phone.</p> | <p>GC1:</p> <p>CallCtlConnTalkingEv [Term B]</p> <p>TermConnDroppedEv [Term B]</p> <p>CallCtlTermConnDroppedEv [Term B]</p> <p>ConnDisconnectedEv B</p> <p>CallCtlConnDisconnectedEv B</p> <p>TermConnDroppedEv [Term A]</p> <p>CallCtlTermConnDroppedEv [Term A]</p> <p>ConnDisconnectedEv A</p> <p>CallCtlConnDisconnectedEv A</p> <p>CallInvalidEv</p> | <p>Operation not available in current state.</p> |

**Scenario 15**

Application is observing the devices A, B and C. Phone A is a normal SCCP/SIP phone, B and C are Cisco Unified IP Phone 6901. CFA is set to C at phone B. Application initiates a call from phone A to phone B. Due to CFA set to C, call goes to C. C goes off-hook and answers the call.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B and C – Cisco Unified IP Phone 6901

| Action                                  | Result                                                                                          | Call info |
|-----------------------------------------|-------------------------------------------------------------------------------------------------|-----------|
| <p>Application observes A, B and C.</p> | <p>CiscoAddrInServiceEv – A</p> <p>CiscoAddrInServiceEv – B</p> <p>CiscoAddrInServiceEv - C</p> |           |

| Action                                                                            | Result                                                                                                                                                                                                                            | Call info                                                       |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------|
| A initiates a call to B from the application. B has CFA set to C. Call goes to C. | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv -[Term A]<br>CallCtlTermConnTalkingEv -[Term A]<br>-----<br>-----<br>-----<br>----- | CAUSE = CAUSE_NORMAL<br>REASON = FORWARDALL                     |
| C goes off-hook and answers the call. A & C are connected.                        | GC1:<br>ConnConnectedEv C<br>CallCtlConnEstablishedEv C<br>TermConnActiveEv [Term C]<br>CallCtlTermConnTalkingEv [Term C]                                                                                                         | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL |

**Scenario 16**

Application is observing the devices A and B. Phone C is not observed. Phone A is a normal SCCP/SIP phone, B and C are Cisco Unified IP Phone 6901. Application initiates a call from phone A to phone B. B goes off-hook and answers the call. B redirects the call to C. C goes off-hook and answers the call.

Configuration:

- Phone A – SCCP/SIP Device
- Phone B and C – Cisco Unified IP Phone 6901

| Action                                                 | Result                                               | Call info |
|--------------------------------------------------------|------------------------------------------------------|-----------|
| Application observes A and B. Phone C is not observed. | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv – B |           |



| Action                                                          | Result                                                                                                                                                                                                                                              | Call info                                                          |
|-----------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|
| A initiates a call to B from the application.                   | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv -[Term A]<br>CallCtlTermConnTalkingEv -[Term A]<br>-----<br>-----<br>-----<br>-----                   | currentCalling = A<br>currentCalled = null<br>CAUSE = CAUSE_NORMAL |
| B answers the call and A and B are connected.                   | GC1:<br>ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                                                                                                                           | currentCalling = A<br>currentCalled = B<br>CAUSE = CAUSE_NORMAL    |
| B redirect the call to C. C goes off-hook and answers the call. | GC1:<br>TermConnDroppedEv [Term B]<br>CallCtlTermConnDroppedEv [Term B]<br>ConnDisconnectedEv B<br>CallCtlConnDisconnectedEv B<br>ConnCreatedEv C<br>ConnAlertingEv C<br>CallCtlConnAlertingEv C<br>ConnConnectedEv C<br>CallCtlConnEstablishedEv C |                                                                    |

**Scenario 17**

Application is observing the devices A, B and C. Phone A is a normal SCCP/SIP phone, B is Cisco Unified IP Phone 6901 and phone C is a normal SCCP/SIP phone. B and C have a shared line. Application initiates a call from phone A to shared line on B and C. B goes off-hook and answers the call.

Configuration:

- Phone A and C – SCCP/SIP Device
- Phone B – Cisco Unified IP Phone 6901

| Action                                           | Result                                                                                                                                                                                                                            | Call info |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| Application observes A, B and C.                 | CiscoAddrInServiceEv – A<br>CiscoAddrInServiceEv – B<br>CiscoAddrInServiceEv - C                                                                                                                                                  |           |
| A initiates a call to the shared line on B and C | GC1:<br>CallActiveEv<br>ConnCreatedEv –A<br>ConnConnectedEv – A<br>CallCtlConnInitiatedEv - ATermConnCreatedEv - [Term A]<br>TermConnActiveEv –[Term A]<br>CallCtlTermConnTalkingEv –[Term A]<br>-----<br>-----<br>-----<br>----- |           |
| B goes off-hook and answers the call.            | ConnConnectedEv B<br>CallCtlConnEstablishedEv B<br>TermConnCreatedEv [Term C]<br>TermConnPassiveEv [Term C]<br>CallCtlTermConnInUseEv [Term C]<br>TermConnActiveEv [Term B]<br>CallCtlTermConnTalkingEv [Term B]                  |           |

## SHA Support for Digital Signatures

The following tables display the CallInfo messages for the following three use cases:

- SHA-1 is the configured encryption algorithm
- SHA-512 is the configured encryption algorithm (Cisco JTAPI is version 11.5)

- SHA-512 is the configured encryption algorithm (Cisco JTAPI is a pre-11.5 version)

**Table 349: SHA-1 is Configured**

| Action                                                                                                                                                                                            | CallInfo                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>TFTP File Signature Algorithm</b> enterprise parameter is set to <b>SHA1</b> (the default value). JTAPIProperties.setSecurityPropertyForInstance() is invoked with CAPF login and instance ID. | JTAPIProperties.getSecurityPropertyForInstance().<br>certificateStatus=true |

**Table 350: SHA-512 is Configured (Cisco JTAPI is version 11.5)**

| Action                                                                                                                                                                          | CallInfo                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|
| <b>TFTP File Signature Algorithm</b> enterprise parameter is set to <b>SHA 512</b> . JTAPIProperties.setSecurityPropertyForInstance() is invoked with username and instance ID. | JTAPIProperties.getSecurityPropertyForInstance().<br>certificateStatus=true |

**Table 351: SHA-512 is Configured (Cisco JTAPI is pre-11.5 version)**

| Action                                                                                                                                                                          | CallInfo                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|
| <b>TFTP File Signature Algorithm</b> enterprise parameter is set to <b>SHA 512</b> . JTAPIProperties.setSecurityPropertyForInstance() is invoked with username and instance ID. | JTAPIProperties.getSecurityPropertyForInstance().<br>certificateStatus=false |

## TLS Security

Message flow for updating certificate and establishing TLS certificate is illustrated in the following two figures.

Figure 22: CTI/API Security Approach

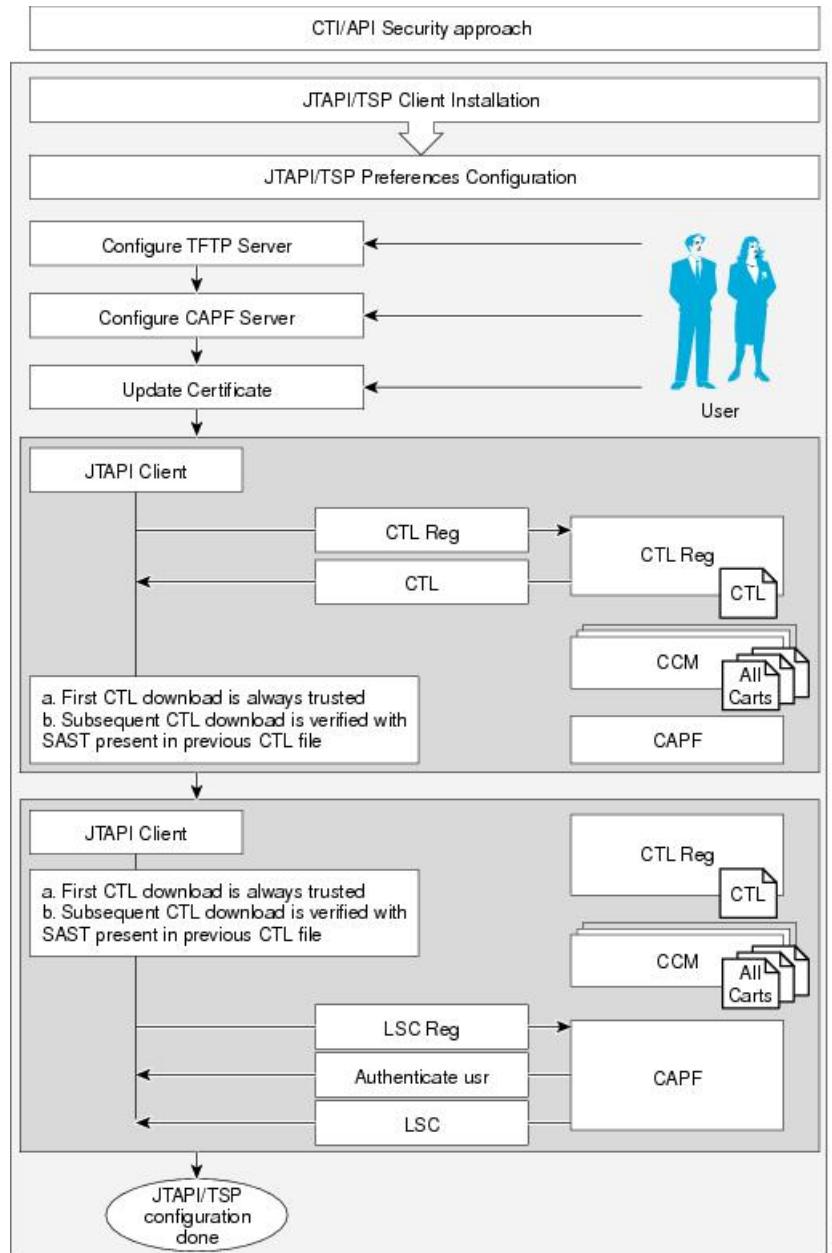
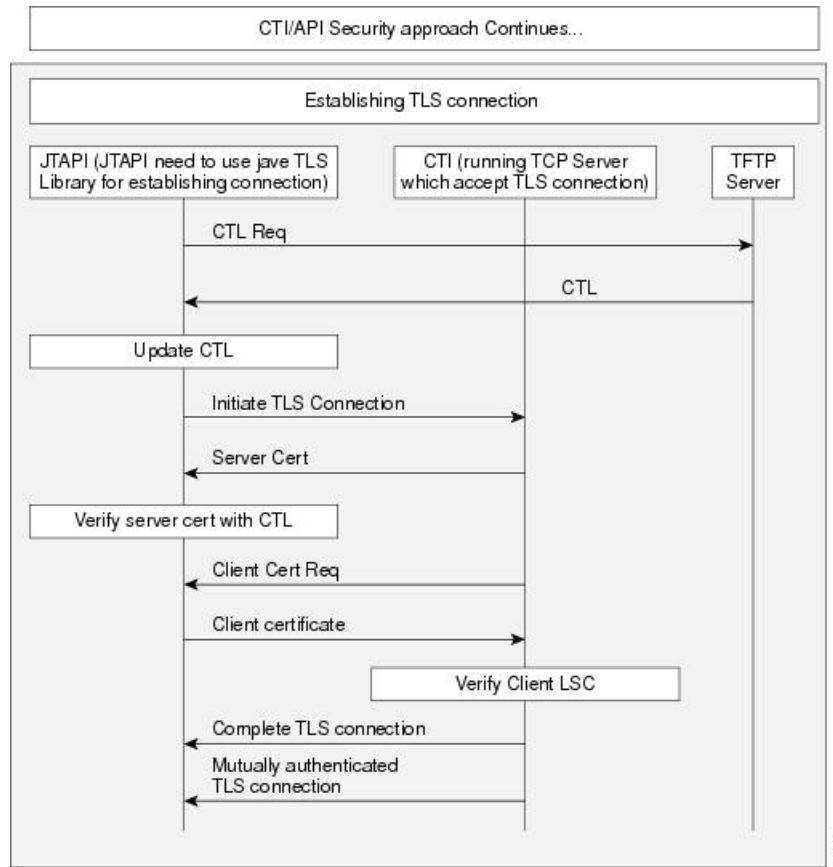


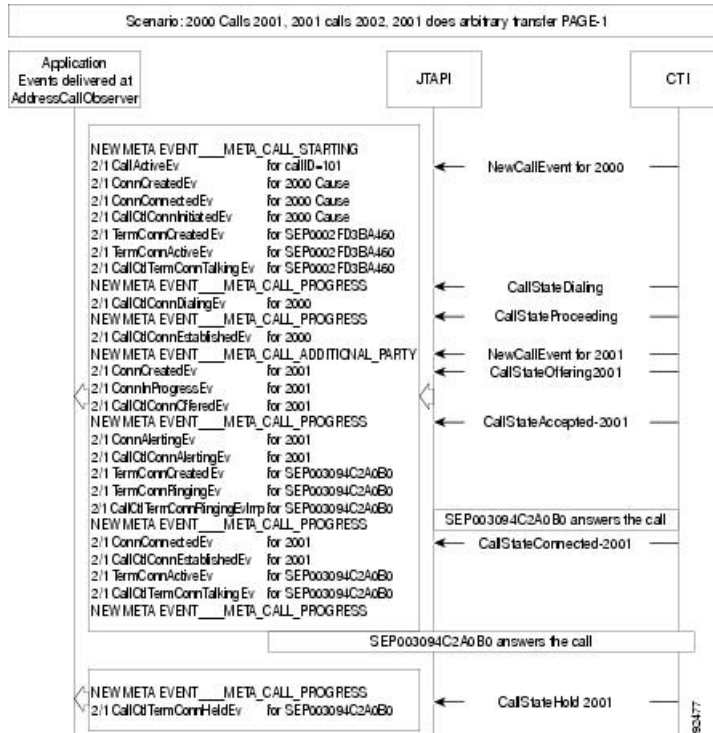
Figure 23: CTI/API Security Approach (Continued)



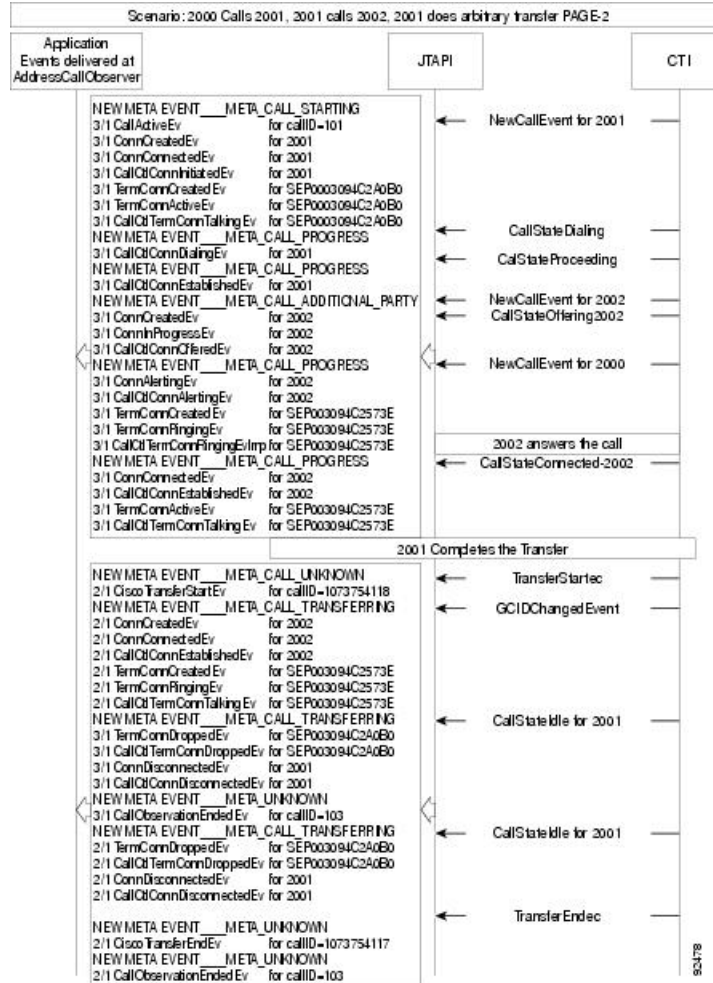
## Transfer and Direct Transfer

The following diagrams illustrate the message flows for Transfer and Direct Transfer.

# DirectTransfer/Arbitrary Transfer Scenario



# Direct Transfer/Arbitrary Transfer-Page 2



## Consult Transfer

The message flow for Consult Transfer acts the same as the flow for Arbitrary Transfer.

# Unicode Support

## Unicode Display Name Scenario

| Scenario                                                                                                                                                                           | Events Delivered to JTAPI Applications                                                                                                                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A line is configured on IP phone A with no ASCII name and a Unicode name in Japanese. IP phone B is configured with ASCII name and no Unicode name. A calls B. Only B is observed. | Call info should contain:<br><pre>getCurrentCalledPartyDisplayName = asciiNameB getCurrentCalledPartyUnicodeDisplayName = null getCurrentCallingPartyDisplayName = null getCurrentCallingPartyUnicodeDisplayName = japaneseNameA</pre> |
| A, B and C are in conference.                                                                                                                                                      | DisplayName does not apply. Applications should consider “conference” as the called party.                                                                                                                                             |
| Shared lines – A and B are shared lines with different locales. A calls C. C is unobserved.                                                                                        | Calling party Unicode display name can change between A and B.                                                                                                                                                                         |

## GetLocale and UniCodeCapabilities of Terminal

| Scenario                                                                                                                                                                                          | Events delivered to JTAPI applications                                                                                                                                                                           |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| A line is configured on IP phone A with no ASCII name and Unicode name in Japanese.<br>Application adds TerminalObserver on the Device.<br>Application queries the following using CiscoTerminal. | CiscoTerminalInServiceEv contains<br><pre>getLocale = JAPANESE getSupportedEncoding = UCS2UNICODE_ENCODING</pre> CiscoTerminal.getLocale = JAPANESE<br>CiscoTerminal.getSupportedEncoding = UCS2UNICODE_ENCODING |

# Unrestricted Unified CM

## Use Case One

The application tries to register with an insecure CTI Port to the unrestricted Cisco Unified Communications Manager.

| Action                                                                                                                                             | Result                                                                                                               | Call information |
|----------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|------------------|
| Application opens a provider with the unrestricted Cisco Unified Communications Manager and tries to register with an insecure phone CTI Port 'A'. | [Term A] CiscoTermOutOfService[A]<br>CiscoAddrOutOfServiceEv[Term A]<br>CiscoTermInServiceEv[A] CiscoAddrInServiceEv |                  |



**Variance**

Application tries to register with an insecure route point to the unrestricted Cisco Unified Communications Manager.

**Use Case Two**

Restricted Cisco Unified Communications Manager is upgraded to unrestricted Cisco Unified Communications Manager. The application tries to register with a secure phone after the upgrade.

In some of the scenarios, where the application registers a device in a secure mode, the registration is successful but eventually can be rejected with a new error code - CiscoTermRegistrationFailedEv.

**Variance**

Application tries to register a secure Route Point after an upgrade from a restricted Cisco Unified Communications Manager to unrestricted Cisco Unified Communications Manager.

# Video Capabilities and Multi-Media Information

The following sections describe use cases that are related to video capabilities and multi-media information feature.

## Scenario One

Phone A is video capable, telepresence capable, with 1 screen and a camera, and in registered state. User1 has phone A in the control list. User queries for multimedia capabilities before adding a terminal observer.

| Action                                                                                             | Events          | Call Info                                                                                                                        |
|----------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                  | ProvInServiceEv |                                                                                                                                  |
| User1 invokes CiscoTerminal.i getCiscoMulti MediaCapabilityInfo() .getVideoCapability() on termA   |                 | termA. getCiscoMulti MediaCapabilityInfo() .getVideoCapability() = CiscoMultiMedia CapabilityInfo.ENABLED                        |
| User1 invokes CiscoTerminal.i getCiscoMulti MediaCapabilityInfo() .getTelepresenceInfo () on termA |                 | termA. getCiscoMulti MediaCapabilityInfo() .getTelepresenceInfo () = CiscoMultiMedia CapabilityInfo.TELEPRESENC EINTEROP_ENABLED |
| User1 invokes CiscoTerminal.i getCiscoMulti MediaCapabilityInfo() .getScreenCount () on termA      |                 | termA. getCiscoMulti MediaCapabilityInfo() .getScreenCount () = 1                                                                |

Scenario Two

## Scenario Two

Phone A is a video disabled SIP Phone (In Cisco Unified CM Administration Phone page, Video Capabilities field is “Disabled”). Phone A is in a registered state.

| Action                                                                                                           | Events                                             | Call Info                                                                                                              |
|------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                                | ProvInServiceEv                                    |                                                                                                                        |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA             |                                                    | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() =<br>CiscoMultiMediaCapabilityInfo.<br>DISABLED  |
| In Device Configuration Cisco Unified CM Administration pages- Video Capabilities field is changed to “Enabled”  | CiscoProvTerminalMulti<br>MediaCapabilityChangedEv | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCa pability() =<br>CiscoMultiMediaCapabilityInfo.<br>ENABLED  |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA             |                                                    | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCa pability() =<br>CiscoMultiMediaCapabilityInfo.<br>ENABLED  |
| In Device Configuration Cisco Unified CM Administration pages- Video Capabilities field is changed to “Disabled” | CiscoProvTerminalMulti<br>MediaCapabilityChangedEv | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCa pability() =<br>CiscoMultiMediaCapabilityInfo.<br>DISABLED |

## Scenario Three

Phone A is a video disabled SCCP Phone (In Cisco Unified CM Administration Phone page, Video Capabilities field is “Disabled”). Phone A is in a registered state.

| Action                                                                                               | Events          | Call Info                                                                                                             |
|------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                    | ProvInServiceEv |                                                                                                                       |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA |                 | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() =<br>CiscoMultiMediaCapabilityInfo.<br>DISABLED |

| Action                                                                                                           | Events                                                                                                                                                                                                                      | Call Info                                                                                                             |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| In Device Configuration Cisco Unified CM Administration pages- Video Capabilities field is changed to “Enabled”  | CiscoProvTerminalMultiMediaCapabilityChangedEv                                                                                                                                                                              | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() =<br>CiscoMultiMediaCapabilityInfo.<br>ENABLED  |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA             |                                                                                                                                                                                                                             | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() =<br>CiscoMultiMediaCapabilityInfo.<br>ENABLED  |
| In Device Configuration Cisco Unified CM Administration pages- Video Capabilities field is changed to “Disabled” | CiscoProvTerminalMultiMediaCapabilityChangedEv will not be delivered to applications, as the device will unregister and register back. In this case applications can query video capability after the device is registered. | termA.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() =<br>CiscoMultiMediaCapabilityInfo.<br>DISABLED |

## Scenario Four

Phone A is video capable, telepresence capable, has 1 screen, has a camera, and is in an unregistered state. User1 has phone A in the control list. User queries for multimedia capabilities before adding a terminal observer.

| Action                                                                                                   | Events          | Call Info                                                      |
|----------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                        | ProvInServiceEv |                                                                |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMedia<br>CapabilityInfo().getVideoCapability() on<br>termA  |                 | InvalidStateException: Terminal is not in<br>registered state. |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMedia<br>CapabilityInfo().getTelepresenceInfo() on<br>termA |                 | InvalidStateException: Terminal is not in<br>registered state. |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMedia<br>CapabilityInfo().getScreenCount() on<br>termA      |                 | InvalidStateException: Terminal is not in<br>registered state. |

## Scenario Five

## Scenario Five

Phone A is video capable, telepresence capable, with 1 screen and a camera. User1 has phone A in the control list. Application queries for mutlimedia capabilities on CiscoTerminal.

| Action                                                                                                  | Events                                          | Call Info                                                                                                                          |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                       | ProvInServiceEv                                 |                                                                                                                                    |
| User1 opens termA                                                                                       | CiscoTermOutOfServiceEv<br>CiscoTermInServiceEv | termA. getCiscoMultiMediaCapabilityInfo().getVideoCapability() = NONE                                                              |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA    |                                                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() =<br>CiscoMultiMediaCapabilityInfo.ENABLED                      |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo() on termA |                                                 | termA. getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo() =<br>CiscoMultiMediaCapabilityInfo.TELEPRESENCEINTEROP_ENABLED |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount() on termA      |                                                 | termA. getCiscoMultiMediaCapabilityInfo(). getScreenCount () = 1                                                                   |

## Scenario Six

Phone A is a CTI Port or RoutePoint. User1 has phone A in the control list. The user invokes CiscoTerminal.getCiscoMultiMediaCapabilityInfo().getVideoCapability().

| Action                                                                                                  | Events                                          | Call Info                                                                                                      |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider observer                                                       | ProvInServiceEv                                 |                                                                                                                |
| User1 opens termA and registers it                                                                      | CiscoTermOutOfServiceEv<br>CiscoTermInServiceEv |                                                                                                                |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA    |                                                 | The API returns<br>MethodNotSupportedException - Not supported on Media Terminals and RPs and Remote Terminals |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo() on termA |                                                 | The API returns<br>MethodNotSupportedException - Not supported on Media Terminals and RPs and Remote Terminals |

| Action                                                                                             | Events | Call Info                                                                                                            |
|----------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------|
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount() on termA |        | The API returns<br>MethodNotSupportedException - Not<br>supported on Media Terminals and RPs and<br>Remote Terminals |

## Scenario Seven

Phone A is a CTI Port or RoutePoint. User1 has phone A in the control list. The user invokes  
CiscoTerminal.getCiscoMultiMediaCapabilityInfo().getVideoCapability().

| Action                                                                                                  | Events                                          | Call Info                                                                                                            |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|
| User1 Opens Provider and adds a provider<br>observer                                                    | ProvInServiceEv                                 |                                                                                                                      |
| User1 opens termA and registers it                                                                      | CiscoTermOutOfServiceEv<br>CiscoTermInServiceEv |                                                                                                                      |
| User1 invokes CiscoTerminal.<br>getCiscoMultiMediaCapabilityInfo().<br>getVideoCapability() on termA    |                                                 | The API returns<br>MethodNotSupportedException - Not<br>supported on Media Terminals and RPs and<br>Remote Terminals |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getTelepresenceInfo() on termA |                                                 | The API returns<br>MethodNotSupportedException - Not<br>supported on Media Terminals and RPs and<br>Remote Terminals |
| User1 invokes CiscoTerminal. i<br>getCiscoMultiMediaCapabilityInfo().<br>getScreenCount() on termA      |                                                 | The API returns<br>MethodNotSupportedException - Not<br>supported on Media Terminals and RPs and<br>Remote Terminals |

## Scenario Eight

Basic Video call: Phone A is video enabled, Telepresence Enabled and has 1 screen. Phone B has video  
disabled, Telepresence Disabled and has 0 screens. Both phones are in User1's control list.

| Action                                                  | Events                                                   | Call Info |
|---------------------------------------------------------|----------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider<br>observer    | ProvInServiceEv                                          |           |
| User1 adds terminal observers on Phone A<br>and Phone B | CiscoTermInServiceEv TermA<br>CiscoTermInServiceEv TermB |           |

| Action                                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                                        |
|-----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| User1 adds call observes on the address A and B                                                           | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                                                  |
| User1 makes a call from A to B                                                                            | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAlertingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEvImpl B |                                                                                                                                  |
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo()<br>.getVideoCapability() on GC1.  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 1, indicating video capable device (CiscoMultiMedia CapabilityInfo.ENABLED) for TermA                            |
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo()<br>.getTelepresenceInfo() on GC1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 1, indicating telepresence capable device(CiscoMultiMedia CapabilityInfo. TELEPRESENCEINTEROP_ENABLED) for TermA |
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo.getScreenCount() on GC1.            |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 1, indicating device has 1 screen, for TermA                                                                     |

| Action                                                                                                         | Events                                                                                                                                                                                                                                                | Call Info                                                                                                                        |
|----------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().getCallingTerminalVideoCapability() on GC1. |                                                                                                                                                                                                                                                       | The API returns 0, indicating video capable device (CiscoMultiMediaCapabilityInfo.DISABLED) for TermB                            |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().getTelepresenceInfo() on GC1.               |                                                                                                                                                                                                                                                       | The API returns 0, indicating telepresence capable device (CiscoMultiMediaCapabilityInfo.TELEPRESENCEINTEROP_DISABLED) for TermB |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo.getScreenCount() on GC1.                      |                                                                                                                                                                                                                                                       | The API returns 0, indicating device has 01 screen, for TermB                                                                    |
| B answers the call                                                                                             | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB |                                                                                                                                  |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().getVideoCapability() on GC1.               |                                                                                                                                                                                                                                                       | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA                             |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().getTelepresenceInfo() on GC1.              |                                                                                                                                                                                                                                                       | The API returns 1, indicating telepresence capable device (CiscoMultiMediaCapabilityInfo.TELEPRESENCEINTEROP_ENABLED) for TermA  |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo.getScreenCount() on GC1.                     |                                                                                                                                                                                                                                                       | The API returns 1, indicating device has 1 screen, for TermA                                                                     |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().getCallingTerminalVideoCapability() on GC1. |                                                                                                                                                                                                                                                       | The API returns 0, indicating not video capable device (CiscoMultiMediaCapabilityInfo.DISABLED) for TermB                        |

Scenario Nine

| Action                                                                                                  | Events | Call Info                                                                                                 |
|---------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo().getTelepresenceInfo()<br>on GC1. |        | The API returns 0, indicating device is not telepresence capable (TELEPRESENCEINTEROP_DISABLED) for TermB |
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo.getScreenCount() on<br>GC1.        |        | The API returns 0, indicating device has 0 screens, for TermB                                             |

## Scenario Nine

Shared Line: Phone A has video enabled, Phone B has video disabled and Phone B' has video enabled. B' is in User1's control list.

| Action                                            | Events                      | Call Info |
|---------------------------------------------------|-----------------------------|-----------|
| User1 Opens Provider and adds a provider observer | ProvInServiceEv             |           |
| User1 adds terminal observers on Phone B'         | CiscotermInServiceEv TermB' |           |
| User1 adds call observes on the address B'        | CiscoAddrInServiceEv B'     |           |



| Action                                                                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| <p>User1 makes a call from A to B</p>                                                                                                       | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     GC1:ConnConnectedEv A<br/>                     GC1:CallCtlConnInitiatedEv A<br/>                     GC1:TermConnCreatedEv TermA<br/>                     GC1:TermConnActiveEv TermA<br/>                     GC1:CallCtlTermConnTalkingEv TermA<br/>                     GC1:CallCtlConnDialingEv A<br/>                     GC1CallCtlConnEstablishedEv A<br/>                     GC1 ConnCreatedEv B<br/>                     GC1 ConnInProgressEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAletingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv B<br/>                     GC1 TermConnRingingEv B<br/>                     GC1CallCtlTermConnRingingEv Impl B</p> |                                                                                                               |
| <p>App does CiscoCall.<br/>                     getCallingTerminalMultiMediaCapabilityInfo().getVideoCapability() on GC1.</p>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo. ENABLED) for TermA</p>  |
| <p>App does CiscoCall.<br/>                     getCalledTerminalMultiMediaCapabilityInfo().getCallingTerminalVideoCapability() on GC1.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo. DISABLED) for TermB</p> |
| <p>B answers the call</p>                                                                                                                   | <p>GC1 ConnConnectedEv B<br/>                     GC1 CallCtlConnEstablishedEv B<br/>                     GC1 TermConnActiveEv B<br/>                     GC1 CallCtlTermConnTalkingEv B<br/>                     CiscoRTPInputStartedEv TermA<br/>                     CiscoRTPInputStartedEv TermB<br/>                     CiscoRTPOutputStartedEv TermA<br/>                     CiscoRTPOutputStartedEv TermB</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                               |

Scenario Ten

| Action                                                                                                             | Events | Call Info                                                                                                                                                               |
|--------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().getVideoCapability() on GC1.                   |        | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA                                                                    |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1. |        | Application will receive the following incorrect data:<br><br>The API returns 1, indicating not video capable device(CiscoMultiMediaCapabilityInfo.ENABLED) for Term B. |

## Scenario Ten

Shared Line: Phone A has video enabled, Phone B has video disabled and Phone B' has video enabled. B and B' is in User1's control list.

| Action                                                | Events                                                    | Call Info |
|-------------------------------------------------------|-----------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider observer     | ProvInServiceEv                                           |           |
| User1 adds terminal observers on Phone B and Phone B' | CiscotermInServiceEv TermB<br>CiscotermInServiceEv TermB' |           |
| User1 adds call observes on the address B and B'      | CiscoAddrInServiceEv B<br>CiscoAddrInServiceEv B'         |           |

| Action                                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                               |
|--------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| User1 makes a call from A to B                                                                                           | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |                                                                                                         |
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo.<br>).getVideoCapability() on GC1.                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo. ENABLED) for TermA   |
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo.<br>.getCallingTerminalVideoCapability() on<br>GC1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo. DISABLED) for TermB' |
| B answers the call                                                                                                       | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |                                                                                                         |

Scenario Eleven

| Action                                                                                                                | Events | Call Info                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo.<br>)getVideoCapability() on GC1.               |        | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo. ENABLED) for TermA                                                                    |
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo.<br>)getCallingTerminalVideoCapability() on GC1. |        | Application will receive the following incorrect data:<br><br>The API returns 1, indicating not video capable device(CiscoMultiMediaCapabilityInfo. ENABLED) for Term B. |

## Scenario Eleven

Basic Video call: Phone A is video enabled, Telepresence enabled and has 1 screen. Phone B has video disabled, Telepresence disabled and has 0 screens. Phone A is in User1's control list, Phone A is observed.

| Action                                               | Events                                                   | Call Info |
|------------------------------------------------------|----------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider observer    | ProvInServiceEv                                          |           |
| User1 adds terminal observers on Phone A and Phone B | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB |           |
| User1 adds call observes on the address A and B      | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B         |           |

| Action                                                                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------|
| <p>User1 makes a call from A to B</p>                                                                                                                                 | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     GC1:ConnConnectedEv A<br/>                     GC1:CallCtlConnInitiatedEv A<br/>                     GC1:TermConnCreatedEv TermA<br/>                     GC1:TermConnActiveEv TermA<br/>                     GC1:CallCtlTermConnTalkingEv TermA<br/>                     GC1:CallCtlConnDialingEv A<br/>                     GC1CallCtlConnEstablishedEv A<br/>                     GC1 ConnCreatedEv B<br/>                     GC1 ConnInProgressEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAletingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv B<br/>                     GC1 TermConnRingingEv B<br/>                     GC1CallCtlTermConnRingingEv Impl B</p> |                                                                                                |
| <p>App does CiscoCall.<br/>                     getCallingTerminalMultiMediaCapabilityInfo().<br/>                     getVideoCapability() on GC1.</p>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns -1, indicating video capability is not known ( UNKNOWN) for TermA</p>       |
| <p>App does CiscoCall.<br/>                     getCallingTerminalMultiMediaCapabilityInfo().<br/>                     getTelepresenceInfo() on GC1.</p>              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns -1, indicating telepresence capability is not known (UNKNOWN) for TermA</p> |
| <p>App does CiscoCall.<br/>                     getCallingTerminalMultiMediaCapabilityInfo.getScreenCount() on GC1.</p>                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns -1, indicating screen count capability is not known TermA</p>               |
| <p>App does CiscoCall.<br/>                     getCalledTerminalMultiMediaCapabilityInfo().<br/>                     getCallingTerminalVideoCapability() on GC1.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns -1, indicating video capability is not known (UNKNOWN) for TermB</p>        |

| Action                                                                                                             | Events                                                                                                                                                                                                                                                | Call Info                                                                                                                      |
|--------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().<br>getTelepresenceInfo() on GC1.               |                                                                                                                                                                                                                                                       | The API returns -1, indicating telepresence capability is not known (UNKNOWN) for TermB                                        |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo.getScreenCount() on GC1.                          |                                                                                                                                                                                                                                                       | The API returns -1, indicating screen count capability is not known TermB                                                      |
| B answers the call                                                                                                 | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB |                                                                                                                                |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().<br>getVideoCapability() on GC1.               |                                                                                                                                                                                                                                                       | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA                           |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().<br>getTelepresenceInfo() on GC1.              |                                                                                                                                                                                                                                                       | The API returns 1, indicating telepresenc capable device (CiscoMultiMediaCapabilityInfo.TELEPRESENCEINTEROP_ENABLED) for TermA |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo.getScreenCount() on GC1.                         |                                                                                                                                                                                                                                                       | The API returns 1, indicating device has 1 screen, for TermA                                                                   |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1. |                                                                                                                                                                                                                                                       | The API returns 0, indicating video capable device (CiscoMultiMediaCapabilityInfo.DISABLED) for Term B.                        |

| Action                                                                                                   | Events | Call Info                                                                                                 |
|----------------------------------------------------------------------------------------------------------|--------|-----------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo().<br>getTelepresenceInfo() on GC1. |        | The API returns 0, indicating device is not telepresence capable (TELEPRESENCEINTEROP_DISABLED) for TermB |
| App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo.getScreenCount() on GC1.            |        | The API returns 0, indicating device has 0 screens, for TermB                                             |

## Scenario Twelve

MultiMedia Streams: Phone A and B have video enabled, and both phones are in User1's control list.

| Action                                               | Events                                                   | Call Info |
|------------------------------------------------------|----------------------------------------------------------|-----------|
| User1 Opens Provider and adds observer               | ProvInServiceEv                                          |           |
| User1 adds terminal observers on Phone A and Phone B | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB |           |
| User1 adds callObserves on the address A and B       | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B         |           |

| Action                                                                                                       | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                      |
|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| User1 makes a call from A to B                                                                               | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |                                                                |
| B answers the call                                                                                           | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |                                                                |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getReceptionAddress() on Terminal A |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns port number from which media will be directed. |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getReceptionPort() on Terminal A    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns port number from which media will be directed. |



| Action                                                                                                          | Events | Call Info                                                      |
|-----------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------|
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getTransmissionAddress() on Terminal A |        | The API returns port number from which media will be directed. |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getTransmissionPort() on Terminal A    |        | The API returns the payload format.                            |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getPayloadType() on Terminal A         |        | The API returns the maximum bit rate.                          |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getMaxBitRate() on Terminal A          |        | The API returns<br>0(TRANSMIT_AND_RECEIVE)                     |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaConnectionMode() on<br>Terminal A             |        | The API returns 2(MAIN_VIDEO)                                  |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getMultiMediaType() on<br>Terminal A                          |        |                                                                |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). isKeyInfoPresent() on<br>Terminal A                           |        | The API returns False                                          |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaEncryptionKeyInfo() on<br>Terminal A          |        | The API returns NULL.                                          |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaSecurityIndicator() on<br>Terminal A          |        | The API returns<br>3(MEDIA_ENCRYPTED_KEYS<br>_UNAVAILABLE)     |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getReceptionAddress() on Terminal B    |        | The API returns IP address to which media will be directed.    |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getReceptionPort() on Terminal B       |        | The API returns port number to which media will be directed.   |

| Action                                                                                                          | Events | Call Info                                                      |
|-----------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------|
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getTransmissionAddress() on Terminal B |        | The API returns IP address from which media will be directed.  |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getTransmissionPort() on Terminal B    |        | The API returns port number from which media will be directed. |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getPayloadType() on Terminal B         |        | The API returns the payload format.                            |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getRTPProperties().<br>getMaxBitRate() on Terminal B          |        | The API returns the maximum bit rate.                          |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaConnectionMode() on Terminal B                |        | The API returns 0(TRANSMIT_AND_RECEIVE)                        |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). getMultiMediaType() on Terminal B                             |        | The API returns 2(MAIN_VIDEO)                                  |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties(). isKeyInfoPresent() on Terminal B                              |        | The API returns False                                          |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaEncryptionKeyInfo() on Terminal B             |        | The API returns NULL.                                          |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaSecurityIndicator() on Terminal B             |        | The API returns 3(MEDIA_ENCRYPTED_KEYS_UNAVAILABLE)            |
| B holds the call.                                                                                               |        |                                                                |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaConnectionMode() on Terminal A                |        | The API returns 3(INACTIVE)                                    |

| Action                                                                                              | Events | Call Info                                  |
|-----------------------------------------------------------------------------------------------------|--------|--------------------------------------------|
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaConnectionMode() on<br>Terminal B |        | The API returns 3(INACTIVE)                |
| B unholds the call.                                                                                 |        |                                            |
| CiscoMultiMediaStreamsInfoEv.<br>getCallingTerminalVideoCapability() on<br>GC1.                     |        | The API returns<br>0(TRANSMIT_AND_RECEIVE) |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaConnectionMode() on<br>Terminal B |        | The API returns<br>0(TRANSMIT_AND_RECEIVE) |

## Scenario Thirteen

Redirect: Phone A, B, and C have video enabled, and A, B phones are in User1's control list, and Phone C is in User2's control list.

| Action                                                                                               | Events                                                                                 | Call Info |
|------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------|
| User1 Opens Provider and adds observer                                                               | ProvInServiceEv                                                                        |           |
| User1 adds terminal observers on Phone A<br>and Phone B<br>User2 adds terminal observers on Phone C. | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB<br>CiscotermInServiceEv TermC |           |
| User1 adds callObserves on the address A<br>and B<br>User2 adds callObserves on the address C        | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B<br>CiscoAddrInServiceEv C             |           |

| Action                                                                                              | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                  |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------|
| User1 makes a call from A to B                                                                      | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |                                            |
| B answers the call                                                                                  | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |                                            |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties()<br>.getMultiMediaConnectionMode() on<br>Terminal A |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns<br>0(TRANSMIT_AND_RECEIVE) |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().getMultiMediaType() on<br>Terminal A               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 2(MAIN_VIDEO)              |

| Action                                                                                                 | Events | Call Info                                                                |
|--------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------|
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().isKeyInfoPresent() on<br>Terminal A                   |        | The API returns False                                                    |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties()<br>.getMultiMediaConnectionMode() on<br>Terminal B    |        | The API returns<br>0(TRANSMIT_AND_RECEIVE)                               |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().getMultiMediaType() on<br>Terminal B                  |        | The API returns 2(MAIN_VIDEO)                                            |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().isKeyInfoPresent() on<br>Terminal B                   |        | The API returns False                                                    |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaEncryptionKeyInfo() on<br>Terminal B |        | The API returns NULL.                                                    |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties().<br>getMultiMediaSecurityIndicator() on<br>Terminal B |        | The API returns 2(MAIN_VIDEO)<br>3(MEDIA_ENCRYPTED<br>_KEYS_UNAVAILABLE) |
| B redirects the call to C. C answers                                                                   |        |                                                                          |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties()<br>.getMultiMediaConnectionMode() on<br>Terminal B    |        | The API returns 3(INACTIVE)                                              |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties()<br>.getMultiMediaConnectionMode() on<br>Terminal C    |        | The API returns 0(ACTIVE)                                                |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties()<br>.getMultiMediaConnectionMode() on<br>Terminal A    |        | The API returns 0(ACTIVE)                                                |

Scenario Fourteen

| Action                                                                             | Events | Call Info                                                                                                                    |
|------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCallingTerminal VideoCapability() on GC1.                |        | The API returns 1, indicating video capability is enabled (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA (far-end party). |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo() on GC2.         |        | The API returns 1, indicating video capability is enabled (CiscoMultiMediaCapabilityInfo.ENABLED) for TermC (far-end party). |
| App does CiscoCall.<br>getCallingTerminal VideoCapability() on GC1.                |        | The API returns 1, indicating video capability is enabled (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA (far-end party). |
| CiscoMultiMediaStreamsInfoEv.<br>getCalledTerminalMultiMediaCapabilityInfo on GC2. |        | The API returns 1, indicating video capability is enabled (CiscoMultiMediaCapabilityInfo.ENABLED) for TermC (far-end party). |

## Scenario Fourteen

Transfer: Phone A, B and C have video enabled, and A, B phones are in User1's control list and C is in User2's control list, A, B and C are in cluster1.

| Action                                                                                            | Events                                                                                 | Call Info |
|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|-----------|
| User1 Opens Provider and adds observer                                                            | ProvInServiceEv                                                                        |           |
| User1 adds terminal observers on Phone A and Phone B<br>User2 adds terminal observers on Phone C. | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB<br>CiscotermInServiceEv TermC |           |
| User1 adds callObserves on the address A and B<br>User2 adds callObserves on the address C        | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B<br>CiscoAddrInServiceEv C             |           |

| Action                                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                   |
|------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------|
| User1 makes a call from A to B                                                                       | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |                                             |
| B answers the call                                                                                   | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |                                             |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>().getMultiMediaConnectionMode () on<br>Terminal A |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 0<br>(TRANSMIT_AND_RECEIVE) |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties ().getMultiMediaType () on<br>Terminal A              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 2 (MAIN_VIDEO)              |

| Action                                                                                                | Events | Call Info                                                                                                                    |
|-------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------|
| CiscoMultiMediaStreamsInfoEv.<br>getProperties ().isKeyInfoPresent () on Terminal A                   |        | The API returns False                                                                                                        |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>( ).getMultiMediaConnectionMode () on Terminal B    |        | The API returns 0<br>(TRANSMIT_AND_RECEIVE)                                                                                  |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties ().getMultiMediaType () on Terminal B                  |        | The API returns 2 (MAIN_VIDEO)                                                                                               |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties ().isKeyInfoPresent () on Terminal B                   |        | The API returns False                                                                                                        |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>( ).getMultiMediaEncryptionKeyInfo () on Terminal B |        | The API returns NULL.                                                                                                        |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>( ).getMultiMediaSecurityIndicator () on Terminal B |        | The API returns 3<br>(MEDIA_ENCRYPTED_KEYS_UNAVAILABLE)                                                                      |
| B does a consult call to C. C answers                                                                 |        |                                                                                                                              |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties ().getMultiMediaType () on Terminal B                  |        | The API returns 0 (ACTIVE)                                                                                                   |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>( ).getMultiMediaConnectionMode () on Terminal C    |        | The API returns 0 (ACTIVE)                                                                                                   |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo () on GC2.                           |        | The API returns 1, indicating video capability is known (CiscoMultiMediaCapabilityInfo.ENABLED ) for TermC ( far-end party). |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo on GC2.                             |        | The API returns 1, indicating video capability is known (CiscoMultiMediaCapabilityInfo.ENABLED ) for TermB ( far-end party). |



| Action                                                                                                          | Events | Call Info                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------|
| B does GC1.transfer (GC2). C answers                                                                            |        |                                                                                                                              |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>().getMultiMediaConnectionMode () on Terminal B               |        | The API returns 3 (INACTIVE)                                                                                                 |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>().getMultiMediaConnectionMode () on Terminal C               |        | The API returns 0 (ACTIVE)                                                                                                   |
| CiscoMultiMediaStreamsInfoEv.<br>getProperties<br>().getMultiMediaConnectionMode () on Terminal A               |        | The API returns 0 (ACTIVE)                                                                                                   |
| App does CiscoCall.<br>getCalledTerminal<br>MultiMediaCapabilityInfoon GC2.                                     |        | The API returns 1, indicating video capability is known (CiscoMultiMediaCapabilityInfo.ENABLED ) for TermC ( far-end party). |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo () on GC2.                                    |        | The API returns 1, indicating video capability is known (CiscoMultiMediaCapabilityInfo.ENABLED ) for TermA ( far-end party). |
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo ().getCallingTerminalVideoCapability () onGC1. |        | The API returns 1, indicating video capability is known (CiscoMultiMediaCapabilityInfo.ENABLED ) for TermC ( far-end party). |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo () on GC1.                                    |        | The API returns 1, indicating video capability is known (CiscoMultiMediaCapabilityInfo.ENABLED ) for TermA ( far-end party). |

## Scenario Fifteen

Negotiated video capability will be reported to the called party across a cluster call (over SIP – ICT trunk) using early offer (Phone A is a video disabled SIP Phone in cluster 1 and Phone B is a video enabled SIP Phone in cluster 2). User1 has Phone A in the control list, Phone A is observed.

| Action                                            | Events          | Call Info |
|---------------------------------------------------|-----------------|-----------|
| User1 Opens Provider and adds a provider observer | ProvInServiceEv |           |

| Action                                                                                              | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                    |
|-----------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| User1 adds terminal observers on Phone A and Phone B                                                | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                              |
| User1 adds callObserves on the address A and B                                                      | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                              |
| User1 makes a call from A to B                                                                      | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |                                                                                                              |
| B answers the call                                                                                  | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |                                                                                                              |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().<br>getVideoCapability() on GC1 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 0, indicating not a video capable device (CiscoMultiMediaCapabilityInfo.DISABLED) for TermA. |

| Action                                                                                                                                                                                                                                                                                                                                                   | Events | Call Info                                                                                                                                                                                                         |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1.                                                                                                                                                                                                                                       |        | The API returns 0, indicating not a video capable device (CiscoMultiMediaCapabilityInfo.DISABLED) for TermB.                                                                                                      |
| <b>Variation 1:</b><br>A and B are SIP Phone and have video enabled.<br>User1 makes a call from A to B. B answers the call.<br>App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().<br>getVideoCapability() on GC1.<br>App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1 |        | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.<br><br>The API returns 1, indicating video capable device(CiscoMultiMediaCapabilityInfo.ENABLED) for TermA. |

## Scenario Sixteen

Multiple redirects over SIP trunk (A, B, C and D are video enabled SIP Phones, A is in cluster 1 and B, C, D are in cluster 2). Phone A, B, C and D are in User1’s control list, Phone A, B, C and D are observed.

| Action                                                | Events                                                                                                               | Call Info |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider observer     | ProvInServiceEv                                                                                                      |           |
| User1 adds terminal observers on Phone A, B, C, and D | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB<br>CiscotermInServiceEv TermC<br>CiscotermInServiceEv TermD |           |
| User1 adds callObserves on the address A, B, C, and D | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B<br>CiscoAddrInServiceEv C<br>CiscoAddrInServiceEv D                 |           |

| Action                                                                                                                                                                | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <p>User1 makes a call from A to B</p>                                                                                                                                 | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     GC1:ConnConnectedEv A<br/>                     GC1:CallCtlConnInitiatedEv A<br/>                     GC1:TermConnCreatedEv TermA<br/>                     GC1:TermConnActiveEv TermA<br/>                     GC1:CallCtlTermConnTalkingEv TermA<br/>                     GC1:CallCtlConnDialingEv A<br/>                     GC1CallCtlConnEstablishedEv A<br/>                     GC1 ConnCreatedEv B<br/>                     GC1 ConnInProgressEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAletingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv B<br/>                     GC1 TermConnRingingEv B<br/>                     GC1CallCtlTermConnRingingEv Impl B</p> |                                                                                                              |
| <p>B answers the call</p>                                                                                                                                             | <p>GC1 ConnConnectedEv B<br/>                     GC1 CallCtlConnEstablishedEv B<br/>                     GC1 TermConnActiveEv B<br/>                     GC1 CallCtlTermConnTalkingEv B<br/>                     CiscoRTPInputStartedEv TermA<br/>                     CiscoRTPInputStartedEv TermB<br/>                     CiscoRTPOutputStartedEv TermA<br/>                     CiscoRTPOutputStartedEv TermB</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                              |
| <p>App does CiscoCall.<br/>                     getCallingTerminalMultiMediaCapabilityInfo().<br/>                     getVideoCapability() on GC1.</p>               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.</p> |
| <p>App does CiscoCall.<br/>                     getCalledTerminalMultiMediaCapabilityInfo().<br/>                     getCallingTerminalVideoCapability() on GC1.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermB.</p> |

| Action                                                                                                                                                                                                                     | Events | Call Info                                                                                                                                                                                                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| B redirects the call to C.                                                                                                                                                                                                 |        |                                                                                                                                                                                                                    |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().<br>getVideoCapability() on GC1.<br>App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1. |        | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.<br><br>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermC. |
| C redirects the call to D.                                                                                                                                                                                                 |        | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermC.                                                                                                              |
| App does CiscoCall.<br>getCallingTerminalMultiMediaCapabilityInfo().<br>getVideoCapability() on GC1.<br>App does CiscoCall.<br>getCalledTerminalMultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1. |        | The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.<br><br>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermD. |

## Scenario Seventeen

Redirect over SIP trunk (Phone A is video enabled SIP Phone, and Phone B and C have video disabled. Phone A is in cluster 1 and Phone B and C are in cluster 2). Phone A and B are in User1’s control list and Phone C is in User2’s control list, Phone A, B and C are observed.

| Action                                               | Events                                                   | Call Info |
|------------------------------------------------------|----------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider observer    | ProvInServiceEv                                          |           |
| User1 adds terminal observers on Phone A and Phone B | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB |           |
| User1 adds call Observes on the address A and B      | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B         |           |

| Action                                                                                                                 | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                      |
|------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------|
| User1 makes a call from A to B                                                                                         | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |                                                                                                                |
| B answers the call                                                                                                     | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |                                                                                                                |
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo().<br>getVideoCapability() on GC1.               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 0, indicating not a video capable device (CiscoMultiMedia CapabilityInfo.DISABLED) for TermA.  |
| App does CiscoCall.<br>getCalledTerminal<br>MultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on GC1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 0, indicating not a video capable device (CiscoMultiMedia CapabilityInfo. DISABLED) for TermC. |

| Action                                                                                                                                                                                                                                                                                                                                       | Events | Call Info                                                                                                                                                                                                                     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Variation 1:</b></p> <p>A and B have video enabled, C has video disabled</p> <p>App does CiscoCall.</p> <p>getCallingTerminal<br/>MultiMediaCapabilityInfo().<br/>getVideoCapability() on GC1.</p> <p>App does CiscoCall.</p> <p>getCalledTerminal<br/>MultiMediaCapabilityInfo().<br/>getCallingTerminalVideoCapability() on GC1.</p> |        | <p>The API returns 1, indicating video capable device (CiscoMultiMedia CapabilityInfo. ENABLED) for TermA.</p> <p>The API returns 1, indicating video capable device (CiscoMultiMedia CapabilityInfo. ENABLED) for TermC.</p> |

## Scenario Eighteen

Shared Line – Hold and Resume scenario over SIP trunk (Phone A and C are video enabled SIP Phones and Phone B is video disabled, Phone A is in cluster 1 and Phone B and C are in cluster 2. Phone B and C are shared lines). Phone A and B are in User1’s control list, Phone A and B are observed.

| Action                                               | Events                                                   | Call Info |
|------------------------------------------------------|----------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider observer    | ProvInServiceEv                                          |           |
| User1 adds terminal observers on Phone A and Phone B | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB |           |
| User1 adds call Observes on the address A and B      | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B         |           |

| Action                                                                                                                                                                                                                                                                                                                                                                                               | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call Info                                                                                                                                                                                                                                     |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>User1 makes a call from A to B</p>                                                                                                                                                                                                                                                                                                                                                                | <p>GC1: CallActiveEv<br/>                     GC1: ConnCreatedEv A<br/>                     GC1:ConnConnectedEv A<br/>                     GC1:CallCtlConnInitiatedEv A<br/>                     GC1:TermConnCreatedEv TermA<br/>                     GC1:TermConnActiveEv TermA<br/>                     GC1:CallCtlTermConnTalkingEv TermA<br/>                     GC1:CallCtlConnDialingEv A<br/>                     GC1CallCtlConnEstablishedEv A<br/>                     GC1 ConnCreatedEv B<br/>                     GC1 ConnInProgressEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAletingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv B<br/>                     GC1 TermConnRingingEv B<br/>                     GC1CallCtlTermConnRingingEv Impl B</p> |                                                                                                                                                                                                                                               |
| <p>B answers the call</p>                                                                                                                                                                                                                                                                                                                                                                            | <p>GC1 ConnConnectedEv B<br/>                     GC1 CallCtlConnEstablishedEv B<br/>                     GC1 TermConnActiveEv B<br/>                     GC1 CallCtlTermConnTalkingEv B<br/>                     CiscoRTPInputStartedEv TermA<br/>                     CiscoRTPInputStartedEv TermB<br/>                     CiscoRTPOutputStartedEv TermA<br/>                     CiscoRTPOutputStartedEv TermB</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                               |
| <p>B redirects the call to C. C answers</p>                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                               |
| <p>App does CiscoCall.<br/>                     getCallingTerminalMulti<br/>                     MediaCapabilityInfo()<br/>                     .getVideoCapability() on GC1.<br/>                     App does CiscoCall.<br/>                     getCalledTerminalMulti<br/>                     MediaCapabilityInfo() .getCallingTerminal<br/>                     VideoCapability() on GC1.</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | <p>The API returns 1, indicating video capable device (CiscoMultiMedia CapabilityInfo.ENABLED) for TermA.<br/>                     The API returns 1, indicating video capable device (CiscoMultiMedia CapabilityInfo.ENABLED) for TermC.</p> |



| Action                                                                                                                                                                                                                                                                                                                   | Events | Call Info                                                                                                                                                                                                                        |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Variation 1:</b></p> <p>A and B have video enabled, C has video disabled</p> <p>App does CiscoCall.</p> <p>getCallingTerminalMultiMediaCapabilityInfo().getVideoCapability() on GC1.</p> <p>App does CiscoCall.</p> <p>getCalledTerminalMultiMediaCapabilityInfo().getCallingTerminalVideoCapability() on GC1.</p> |        | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.</p> <p>The API returns 0, indicating not a video capable device (CiscoMultiMediaCapabilityInfo.DISABLED) for TermC.</p> |

## Scenario Nineteen

Multiple redirects over H323 ICT trunk (A, B, C and D are video enabled SIP Phones, A is in cluster 1 and B, C, D are in cluster 2). Phone A, B, C and D are in User1's control list, Phone A, B, C and D are observed.

| Action                                                | Events                                                                                                               | Call Info |
|-------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider observer     | ProvInServiceEv                                                                                                      |           |
| User1 adds terminal observers on Phone A B, C, and D  | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB<br>CiscotermInServiceEv TermC<br>CiscotermInServiceEv TermD |           |
| User1 adds call Observes on the address A B, C, and D | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B<br>CiscoAddrInServiceEv C<br>CiscoAddrInServiceEv D                 |           |

| Action                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| User1 makes a call from A to B | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |           |
| B answers the call             | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |           |

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Events | Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().<br/>getVideoCapability() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().<br/>getCallingTerminalVideoCapability() on GC1.</p> <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().<br/>getTelepresenceInfo() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().<br/>getTelepresenceInfo() on GC1.</p> <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().getScreenCount() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().getScreenCount() on GC1.</p> |        | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.</p> <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermB.</p> <p>The API returns -1, indicating telepresence is UNKNOWN for TermA.</p> <p>The API returns -1, indicating telepresence is UNKNOWN for TermB.</p> <p>The API returns -1, indicating screen count isUNKNOWN for TermA.</p> <p>The API returns -1, indicating screen count is UNKNOWN for TermB.</p> |
| <p>B redirects the call to C. C answers</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Events | Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().<br/>getVideoCapability() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().<br/>getCallingTerminalVideoCapability() on GC1.</p> <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().<br/>getTelepresenceInfo() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().<br/>getTelepresenceInfo() on GC1.</p> <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().<br/>getScreenCount() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().<br/>getScreenCount() on GC1.</p> |        | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.</p> <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermC.</p> <p>The API returns -1, indicating telepresence is UNKNOWN for TermA.</p> <p>The API returns -1, indicating telepresence is UNKNOWN for TermC.</p> <p>The API returns -1, indicating screen count is UNKNOWN for TermA.</p> <p>The API returns -1, indicating screen count is UNKNOWN for TermC.</p> |
| <p>C redirects the call to D.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Events | Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().<br/>getVideoCapability() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().<br/>getCallingTerminalVideoCapability() on GC1.</p> <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().<br/>getTelepresenceInfo() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().<br/>getTelepresenceInfo() on GC1.</p> <p>App does CiscoCall.<br/>getCallingTerminalMultiMediaCapabilityInfo().getScreenCount() on GC1.</p> <p>App does CiscoCall.<br/>getCalledTerminalMultiMediaCapabilityInfo().getScreenCount() on GC1.</p> |        | <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermA.</p> <p>The API returns 1, indicating video capable device (CiscoMultiMediaCapabilityInfo.ENABLED) for TermD.</p> <p>The API returns -1, indicating telepresence is UNKNOWN for TermA.</p> <p>The API returns -1, indicating telepresence is UNKNOWN for TermC.</p> <p>The API returns -1, indicating screen count is UNKNOWN for TermA.</p> <p>The API returns -1, indicating screen count is UNKNOWN for TermC.</p> |

## Scenario Twenty

Redirect over H323 trunk (Phone A is video enabled SIP Phone and Phone B and C have video disabled, Phone A is in cluster 1 and Phone B and C are in cluster 2). Phone A and B are in User1’s control list and Phone C is in user2’s control list, Phone A, B and C are observed.

| Action                                               | Events                                                   | Call Info |
|------------------------------------------------------|----------------------------------------------------------|-----------|
| User1 Opens Provider and adds a provider observer    | ProvInServiceEv                                          |           |
| User1 adds terminal observers on Phone A and Phone B | CiscotermInServiceEv TermA<br>CiscotermInServiceEv TermB |           |
| User1 adds call Observes on the address A and B      | CiscoAddrInServiceEv A<br>CiscoAddrInServiceEv B         |           |

| Action                                                                                                   | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call Info                                                                                                    |
|----------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| User1 makes a call from A to B                                                                           | GC1: CallActiveEv<br>GC1: ConnCreatedEv A<br>GC1:ConnConnectedEv A<br>GC1:CallCtlConnInitiatedEv A<br>GC1:TermConnCreatedEv TermA<br>GC1:TermConnActiveEv TermA<br>GC1:CallCtlTermConnTalkingEv TermA<br>GC1:CallCtlConnDialingEv A<br>GC1CallCtlConnEstablishedEv A<br>GC1 ConnCreatedEv B<br>GC1 ConnInProgressEv B<br>GC1 CallCtlConnOfferedEv B<br>GC1 ConnAletingEv B<br>GC1 CallCtlConnAlertingEv B<br>GC1 TermConnCreatedEv B<br>GC1 TermConnRingingEv B<br>GC1CallCtlTermConnRingingEv Impl B |                                                                                                              |
| B answers the call                                                                                       | GC1 ConnConnectedEv B<br>GC1 CallCtlConnEstablishedEv B<br>GC1 TermConnActiveEv B<br>GC1 CallCtlTermConnTalkingEv B<br>CiscoRTPInputStartedEv TermA<br>CiscoRTPInputStartedEv TermB<br>CiscoRTPOutputStartedEv TermA<br>CiscoRTPOutputStartedEv TermB                                                                                                                                                                                                                                                 |                                                                                                              |
| B redirects the call to C. C answers                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                              |
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo().<br>getVideoCapability() on GC1. |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | The API returns 1, indicating not a video capable device (CiscoMultiMedia CapabilityInfo.ENABLED) for TermA. |

| Action                                                                                                                                                                                                                                                                                                                            | Events | Call Info                                                                                                                                                                                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>App does CiscoCall.<br/>getCalledTerminal<br/>MultiMediaCapabilityInfo().<br/>getCallingTerminalVideoCapability() on<br/>GC1.</p>                                                                                                                                                                                              |        | <p>The API returns 0, indicating not a video capable device (CiscoMultiMedia CapabilityInfo.DISABLED) for TermC.</p>                                                                                                     |
| <p><b>Variation 1:</b><br/>A and B have video enabled, C has video disabled<br/>App does CiscoCall.<br/>getCallingTerminal<br/>MultiMediaCapabilityInfo().<br/>getVideoCapability() on GC1.<br/>App does CiscoCall.<br/>getCalledTerminal<br/>MultiMediaCapabilityInfo().<br/>getCallingTerminalVideoCapability() on<br/>GC1.</p> |        | <p>The API returns 1, indicating video capable device (CiscoMultiMedia CapabilityInfo.ENABLED) for TermA.<br/>The API returns 1, indicating video capable device (CiscoMultiMedia CapabilityInfo.ENABLED) for TermC.</p> |
| <p>C redirects the call to D.</p>                                                                                                                                                                                                                                                                                                 |        |                                                                                                                                                                                                                          |

| Action                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Events | Call Info                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo().<br>getVideoCapability() on GC1.<br>App does CiscoCall.<br>getCalledTerminal<br>MultiMediaCapabilityInfo().<br>getCallingTerminalVideoCapability() on<br>GC1.<br>App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo().<br>getTelepresenceInfo() on GC1.<br>App does CiscoCall.<br>getCalledTerminal<br>MultiMediaCapabilityInfo().<br>getTelepresenceInfo() on GC1.<br>App does CiscoCall.<br>getCallingTerminal<br>MultiMediaCapabilityInfo.getScreenCount()<br>on GC1.<br>App does CiscoCall.<br>getCalledTerminalMulti<br>MediaCapabilityInfo.getScreenCount() on<br>GC1. |        | The API returns 1, indicating video capable<br>device (CiscoMultiMedia<br>CapabilityInfo.ENABLED) for TermA.<br>The API returns 1, indicating video capable<br>device (CiscoMultiMedia<br>CapabilityInfo.ENABLED) for TermD.<br>The API returns -1, indicating telepresence<br>is UNKNOWN for TermA.<br>The API returns -1, indicating telepresence<br>is UNKNOWN for TermC.<br>The API returns -1, indicating screen count<br>is UNKNOWN for TermA.<br>The API returns -1, indicating screen count<br>is UNKNOWN for TermC. |

## Video On Hold

Pre-conditions to all video on hold use cases, unless specified otherwise:

- Provider is in IN\_SERVICE state
- All addresses and terminals are already in service.
- Device A (IP Phone – Name: “SEP2401C7824EA3”, Line A1 (dn: 9000))
- Device B (IP Phone – Name: “SEP2401C7824EAE”, Line B1 (dn: 9001))
- The content id corresponding to VoH stream is contentID1.
- User1 has in its control list: Devices A and B. All devices and lines are observed.

### Scenario One

Invoke hold() on basic call between two ip phones to stream video to the held party



| Action                                                                            | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Call information / Notes |
|-----------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| User1 opens Provider and adds a provider observer.                                | ProvInServiceEv                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                          |
| User1 invokes <code>CallConnect("SEP2401C7824EA3", "9000", "9001")</code> .       | GC1: CallActiveEv<br>GC1: ConnCreatedEv 9000<br>GC1: ConnConnectedEv 9000<br>GC1: CallCtlConnInitiatedEv 9000<br>GC1: TermConnCreatedEv SEP2401C7824EA3<br>GC1: TermConnActiveEv SEP2401C7824EA3<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EA3<br>GC1: CallCtlConnDialingEv 9000<br>GC1: CallCtlConnEstablishedEv 9000<br>GC1: ConnCreatedEv 9001<br>GC1: ConnInProgressEv 9001<br>GC1: CallCtlConnOfferedEv 9001<br>GC1: ConnAlertingEv 9001<br>GC1: CallCtlConnAlertingEv 9001<br>GC1: TermConnCreatedEv SEP2401C7824EAE<br>GC1: TermConnRinginEv SEP2401C7824EAE<br>GC1: CallCtlTermConnRinginEv SEP2401C7824EAE |                          |
| Device B answers the call.                                                        | GC1: ConnConnectedEv 9001<br>GC1: CallCtlConnEstablishedEv 9001<br>GC1: TermConnActiveEv SEP2401C7824EAE<br>GC1: CallCtlTermConnTalkingEv SEP2401C7824EAE                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                          |
| User1 invokes <code>hold("contentID1")</code> on terminal connection of Device A. | GC1: CallCtlTermConnHeldEv SEP2401C7824EA3<br><b>Note</b> You are able to see video streamed to the device that is placed on hold.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                          |

| Action                  | Events                                                                                                                                                                                                                                                                                                                                                                                | Call information / Notes |
|-------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| A disconnects the call. | GC1: TermConnDroppedEv SEP2401C7824EA3<br>GC1: CallCtlTermConnDroppedEv SEP2401C7824EA3<br>GC1: ConnDisconnectedEv 9000<br>GC1: CallCtlConnDisconnectedEv 9000<br>GC1: TermConnDroppedEv SEP2401C7824EAE<br>GC1: CallCtlTermConnDroppedEv SEP2401C7824EAE<br>GC1: ConnDisconnectedEv 9001<br>GC1: CallCtlConnDisconnectedEv 9001<br>GC1: CallInvalidEv<br>GC1: CallObservationEndedEv |                          |

## Verification Involving PSTN Reachability

### Scenario 1

A calls B in other cluster ( Normal Call ); application is observing A

| Action              | Result                                                                                                                                                                                                                                                                                | Call info |
|---------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A dials B, B rings. | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnDialingEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv -TA<br>CallCtlTermConnTalkingEv - TA<br>ConnCreatedEv B<br>ConnConnectedEv B<br>CallCtlConnNetworkReachedEv<br>CallCtlConnNetworkAlertingEv |           |

### Scenario 2

A calls B in other cluster (VIPR Call - Call gets routed through IP trunk); application is observing A

| Action             | Result                                                                                                                                                                                                                                                                                | Call info |
|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A dials B, B rings | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnDialingEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv -TA<br>CallCtlTermConnTalkingEv - TA<br>ConnCreatedEv B<br>ConnConnectedEv B<br>CallCtlConnNetworkReachedEv<br>CallCtlConnNetworkAlertingEv |           |

**Scenario 3**

A calls B, within same cluster. B redirects the call to external party C, the redirected call goes through IP Trunk due to VIPR feature; application is observing both A and B.

| Action                                          | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call info                                                                                                                                                    |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A calls B within same cluster</p>            | <p>GC1:</p> <p>CallActiveEv</p> <p>ConnCreatedEv A</p> <p>ConnConnectedEv A</p> <p>CallCtlConnInitiatedEv A</p> <p>TermConnCreatedEv TA</p> <p>TermConnActiveEv TA</p> <p>CallCtlTermConnTalkingEv TA</p> <p>CallCtlConnEstablishedEv A</p><br><p>ConnCreatedEv B</p> <p>CallCtlConnOfferedEv B</p> <p>ConnAlertingEv B</p> <p>CallCtlConnAlertingEv B</p> <p>TermConnCreatedEv TB</p> <p>TermConnRingingEv TB</p> <p>CallCtlTermConnRingingEv TB</p> |                                                                                                                                                              |
| <p>B redirects the call to external party C</p> | <p>GC1:</p> <p>TermConnDroppedEv TB</p> <p>CallCtlTermConnDroppedEv TB</p> <p>ConnDisconnectedEv B</p><br><p>CallCtlConnDisconnectedEv B</p><br><br><p>ConnCreatedEv C</p> <p>ConnConnectedEv C</p> <p>CallCtlConnNetworkReachedEv</p> <p>CallCtlConnNetworkAlertingEv</p>                                                                                                                                                                            | <p>CiscoFeatureReason = CiscoFeatureReason.REASON_REDIRECT</p> <p>CallCtlCause = CallCtlEv.CAUSE_REDIRECTED</p><br><p>CiscoFeatureReason.REASON_REDIRECT</p> |

**Scenario 4**

A calls external party B; call goes through IP trunk but later call quality degrades and VIPR PSTN Fallback happens; application is observing A.

| Action                                                    | Result                                                                                                                                                                                                                                                                                | Call info |
|-----------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A dials B(VIPR Call), B rings                             | GC1:<br>CallActiveEv<br>ConnCreatedEv -A<br>ConnConnectedEv - A<br>CallCtlConnDialingEv - A<br>TermConnCreatedEv - TA<br>TermConnActiveEv -TA<br>CallCtlTermConnTalkingEv - TA<br>ConnCreatedEv B<br>ConnConnectedEv B<br>CallCtlConnNetworkReachedEv<br>CallCtlConnNetworkAlertingEv |           |
| B answers                                                 | TA:<br>CiscoRTPInputStartedEv<br>CiscoRTPOutputStartedEv                                                                                                                                                                                                                              |           |
| Call Quality Degrades and call falls back to PSTN network | TA:<br>CiscoRTPInputStoppedEv<br>CiscoRTPOutputStoppedEv<br>CiscoRTPInputStartedEv<br>CiscoRTPOutputStartedEv                                                                                                                                                                         |           |

**Scenario 5**

A calls B, B transfers the call to external Party C; Transferred call goes through IP trunk due to VIPR feature; application is observing both A and B.

| Action                                             | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call info |
|----------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| <p>A calls B; B answers</p>                        | <p>GC1 CallActiveEv<br/>                     GC1 ConnCreatedEv A<br/>                     GC1 ConnConnectedEv A<br/>                     GC1 CallCtlConnInitiatedEv A<br/>                     GC1 TermConnCreatedEv TA<br/>                     GC1 TermConnActiveEv TA<br/>                     GC1 CallCtlTermConnTalkingEv TA<br/>                     GC1 CallCtlConnDialingEv A<br/>                     GC1 CallCtlConnEstablishedEv A<br/>                     GC1 ConnCreatedEv B<br/>                     GC1 CallCtlConnOfferedEv B<br/>                     GC1 ConnAlertingEv B<br/>                     GC1 CallCtlConnAlertingEv B<br/>                     GC1 TermConnCreatedEv TB<br/>                     GC1 TermConnRingingEv TB<br/>                     GC1 CallCtlTermConnRingingEvImpl TB<br/>                     GC1: CallCtlConnEstablishedEv for A<br/>                     GC1: ConnConnectedEv for B<br/>                     GC1: CallCtlConnEstablishedEv for B</p> |           |
| <p>B makes a consult call to external party C.</p> | <p>GC2: ConsultCallActiveEv<br/>                     GC2: ConnCreatedEv B<br/>                     GC2: ConnConnectedEv B<br/>                     GC2: CallCtlConnInitiatedEv B<br/>                     GC2: TermConnCreatedEv TB<br/>                     GC2: TermConnActiveEv TB<br/>                     GC2: CallCtlTermConnTalkingEv TB<br/>                     GC2: CallCtlConnEstablishedEv B<br/>                     GC2: ConnCreatedEv C<br/>                     GC2: ConnConnectedEv for C<br/>                     GC2: CallCtlConnNetworkReachedEv<br/>                     GC2: CallCtlConnNetworkAlertingEv</p>                                                                                                                                                                                                                                                                                                                                                                  |           |

| Action                                                                                                                   | Result                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call info                                                         |
|--------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------|
| B completes the transfer;<br>Two calls are transferred;<br>A and C get connected<br>over IP trunk due to<br>VIPR feature | GC1 CiscoTermConnSelectChangedEv B<br>GC2 CiscoTermConnSelectChangedEv B<br>GC1 CiscoTransferStartedEv<br>GC2 CiscoCallChangedEv<br>GC1 ConnCreatedEv C<br>GC1: ConnConnectedEv for C<br>GC2 ConnDisconnectedEv for C<br>GC2 CallCtlConnDisconnectedEv C<br>GC1 TermConnDroppedEv B<br>GC1 CallCtlTermConnDroppedEv B<br>GC1 ConnDisconnectedEv B<br>GC1 CallCtlConnDisconnectecEv B<br>GC2 TermConnDroppedEv B<br>GC2 CallCtlTermConnDroppedEv B<br>GC2 ConnDisconnectedEv B<br>GC2 CallCtlConnDisconnectecEv B<br>GC2 CallInvalidEv<br>GC1 CiscoTransferEndEv | CiscoFeatureReason = CiscoFeatureReason.<br>REASON_TRANSFEREDCALL |

**Scenario 6**

A calls B, within the same cluster. B has CFA set to Forward all the calls to external party C, the forwarded call goes through IP Trunk due to VIPR feature. Application is observing A.

| Action                               | Result                                                                                                                                                                                               | Call info |
|--------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|
| A calls B within the<br>same cluster | GC1:<br>CallActiveEv<br>ConnCreatedEv A<br>ConnConnectedEv A<br>CallCtlConnInitiatedEv A<br>TermConnCreatedEv TA<br>TermConnActiveEv TA<br>CallCtlTermConnTalkingEv TA<br>CallCtlConnEstablishedEv A |           |

| Action                                       | Result                                                                                                                                                                     | Call info                                                                                                 |
|----------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------|
| Call at B gets forwarded to external party C | GC1:<br>CallCtlConnNetworkReachedEv<br>CallCtlConnNetworkAlertingEv<br>ConnCreatedEv C<br>ConnConnectedEv C<br>CallCtlConnNetworkReachedEv<br>CallCtlConnNetworkAlertingEv | CiscoFeatureReason =<br>CiscoFeatureReason.REASON_FORWARDALL<br>CallCtlCause = CallCtlEv.CAUSE_REDIRECTED |

# Whisper Coaching

## Use Case One - Monitoring with Mode as WHISPER

Start and Stop Whisper monitor: A is monitor target, B is monitor initiator. X calls A, A answers the call GC1 (CI). B calls start monitor using GC2. The application has a call observer on both A and B. The monitoring capability enabled.

| Action        | Events                                                                                                                                                                                                                                                                                                                                              | Call information                                                                       |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| A answers GC1 | CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br>GC1:ConnCreatedEv for A Cause: CAUSE_NORMAL<br>GC1:ConnConnectedEv for A Cause: CAUSE_NORMAL<br>GC1: ConnConnectedEv X...<br>GC1:CallCrItermConnRingingEv TA Cause: CAUSE_NORMAL<br>GC1:CallCrItermConnTalkingEv TA Cause: CAUSE_NORMAL<br>CiscoRTPOutputStartedEv<br>CiscoRTPInputStartedEv | GC1:<br>Calling: X<br>Called: A<br>LRP: null<br>Current calling: X<br>Current called:A |



| Action                                                                                    | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Call information                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B calls start monitor using GC2 giving CI1, A and TermA in GC1 and mode as Whisper</p> | <p>GC2: CallActive Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnInitiatedEv<br/>                     GC2: TermConnCreatedEv TB<br/>                     GC2: TermConnActiveEv TB<br/>                     GC2: CallCtlTermConnTalkingEv TB B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnDialingEv for B<br/>                     GC2: CallCtlConnEstablishedEv for B Cause: CAUSE_NORMAL</p> <p>GC2: ConnCreatedEv A , here A.getType() = MONITORING_TARGET<br/>                     GC2: ConnInProgressEv A<br/>                     GC2: CallCtlConnOfferedEv A,<br/>                     GC2: ConnAlertingEv A<br/>                     GC2: CallCtlConnAlertingEv A<br/>                     GC2: ConnConnectedEv A<br/>                     GC2: CallCtlConnEstablishedEv A</p> <p>GC2: CiscoRTPIInputStartedEv TB<br/>                     GC2: CiscoRTPOutputStartedEv TB</p> <p>getCiscoFeatureReason() = CiscoFeatureReason.REASON_CALL_MONITORING</p> <p>GC2: CiscoTermConnMonitorTargetInfoEv TB<br/>                     Cause: CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET,<br/>                     terminal name: TA, rtphandle = CI1<br/>                     CiscoMonitorTagetInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR</p> <p>[Note: Above connection is not created on Observed address A, rather an another Address object of type MONITORING_TARGET.]</p> <p>GC1: CiscoTermConnMonitoringStartEv TA<br/>                     getMonitorType() = CiscoCall.WHISPER_MONITOR<br/>                     GC1: CiscoTermConnMonitorInitiatorInfoEv TA Cause: CAUSE_NORMAL address:B,<br/>                     device name: TBCiscoMonitorInitiatorInfo.getMonitorType() =<br/>                     CiscoCall.WHISPER_MONITOR</p> | <p>GC2:<br/>                     Calling: B<br/>                     Called: A<br/>                     LRP: null<br/>                     Current calling: B<br/>                     Current called:A</p> |

| Action                                   | Events                                                                                                                                                                                                                                                    | Call information |
|------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| A puts the call with X on hold           | GC1: CallCtlTermConnHeldEv TA<br>GC2: CiscoRTPInputStoppedEv TB<br>GC2: CiscoRTPOutputStoppedEv TB<br>GC1: CiscoRTPOutputStoppedEv TA<br>GC1: CiscoRTPInputStoppedEv TA                                                                                   |                  |
| A resumes the call                       | GC1: CallCtlTermConnTalking TA<br>GC1: CiscoRTPOutputStartedEv TA<br>GC1: CiscoRTPInputStartedEv TA<br>GC2: CiscoRTPOutputStartedEv TB<br>GC2: CiscoRTPInputStartedEv TB                                                                                  |                  |
| B calls drop() on GC2 to stop monitoring | GC2: CallCtlTermConnDroppedEv TB<br>GC2: TermConnDroppedEv TB<br>GC2: ConnDisconnectedEvB<br>GC2: CallCtlConnDisconnectedEv B<br>GC2: ConnDisconnectedEv A<br>GC2: CallCtlConnDisconnectedEv A<br>GC2: CallInvalidEv<br>GC1: CiscoTermConnMonitorEndEv TA |                  |

**Use Case Two - Snapshot Use Case for Whisper Monitoring**

- A is monitor target. B is monitor initiator. X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2. Another application adds call observer on A after monitoring session is established.

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call information                                                                       |
|--------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
|        | CallActiveEv for callID = GC1 Cause: CAUSE_SNAPSHOT<br>GC1:ConnCreatedEv for A Cause: CAUSE_SNAPSHOT<br>GC1:ConnConnectedEv for A Cause: CAUSE_SNAPSHOT<br>GC1: ConnConnectedEv X<br>GC1:CallCrItermConnTalkingEv TA Cause: CAUSE_SNAPSHOT<br>GC1: CiscoTermConnMonitoringStartEv TA Cause: CAUSE_SNAPSHOT<br>getMonitorType() = CiscoCall.WHISPER_MONITOR<br>GC1: CiscoTermConnMonitorInitiatorInfoEv TA Cause: CAUSE_SNAPSHOT<br>address:B, device name: TB<br>CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR | GC1:<br>Calling: X<br>Called: A<br>LRP: null<br>Current calling: X<br>Current called:A |

- A is monitor target and B is monitor initiator. Caller X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2. Another application adds call observer on B after monitoring sessions are established.

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Call information                                                                       |
|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
|        | GC2:CallActive Cause: CAUSE_SNAPSHOT<br>GC2: ConnCreatedEv for B Cause: : CAUSE_SNAPSHOT<br>GC2: ConnConnectedEv B<br>GC2: CallCtlConnEstablishedEv for B Cause: : CAUSE_SNAPSHOT<br>GC2: TermConnCreatedEv TB<br>GC2: TermConnActiveEv TB<br>GC2: CallCtlTermConnTalkingEv TB B Cause: : CAUSE_SNAPSHOT<br>GC2: ConnCreatedEv A , here A.getType() = MONITORING_TARGET<br>GC2: ConnConnectedEv A<br>GC2: CallCtlConnEstablishedEv A<br>GC2:CiscoTermConnMonitorTargetInfoEv TB<br>Cause: CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET,<br>terminal name: TA, rtphandle = CI1<br>CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR<br>[Note: Above connection is not created on Observed address A, rather an another Address object of type MONITORING_TARGET.] | GC1:<br>Calling: B<br>Called: A<br>LRP: null<br>Current calling: B<br>Current called:A |

**Use Case Three**

Start Silent Monitoring then update the monitorType to Whisper mode followed by redirect and the updateMonitorType back to Silent monitor.

Whisper monitor: A is monitor target, B is monitor initiator. X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2(mode = silent). Application has call observer on both A and B. Application has monitoring capability enabled. App updates the monitor mode to Whisper. B redirects the monitoring call to observed party C. App updates the monitor mode to silent and later drops monitoring call to stop monitoring.

| Action        | Events                                                                                                                                                                                                                                                                                                                                           | Call information                                                                       |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| A answers GC1 | CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br>GC1:ConnCreatedEv for A Cause: CAUSE_NORMAL<br>GC1:ConnConnectedEv for A Cause: CAUSE_NORMAL<br>GC1: ConnConnectedEv X<br>GC1:CallCrItermConnRingingEv TA Cause: CAUSE_NORMAL<br>GC1:CallCrItermConnTalkingEv TA Cause: CAUSE_NORMAL<br>CiscoRTPOutputStartedEv<br>CiscoRTPInputStartedEv | GC1:<br>Calling: X<br>Called: A<br>LRP: null<br>Current calling: X<br>Current called:A |

| Action                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Call information                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B calls start monitor using GC2 giving CI1, A and TermA from GC1 and mode as Silent</p>  | <p>GC2: CallActive Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnInitiatedEv<br/>                     GC2: TermConnCreatedEv TB<br/>                     GC2: TermConnActiveEv TB<br/>                     GC2: CallCtlTermConnTalkingEv TB B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnDialingEv for B<br/>                     GC2: CallCtlConnEstablishedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv A , here A.getType() = MONITORING_TARGET<br/>                     GC2: ConnInProgressEv A<br/>                     GC2: CallCtlConnOfferedEv A,<br/>                     GC2: ConnAlertingEv A<br/>                     GC2: CallCtlConnAlertingEv A<br/>                     GC2: ConnConnectedEv A<br/>                     GC2: CallCtlConnEstablishedEv A<br/>                     GC2: CiscoRTPInputStartedEv TB<br/>                     getCiscoFeatureReason() = CiscoFeatureReason.REASON_CALL_MONITORING<br/>                     GC2: CiscoTermConnMonitorTargetInfoEv TB<br/>                     Cause: CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET, terminal name: TA, rtphandle = CI1<br/>                     CiscoMonitorTargetInfo.getMonitorType() = CiscoCall.SILENT_MONITOR<br/>                     [Note: Above connection is not created on Observed address A, rather an another Address object of type MONITORING_TARGET.]<br/>                     GC1: CiscoTermConnMonitoringStartEv TA<br/>                     getMonitorType() = CiscoCall.SILENT_MONITOR<br/>                     GC1: CiscoTermConnMonitorInitiatorInfoEv TA<br/>                     Cause: CAUSE_NORMAL address:B, device name: TB<br/>                     CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.SILENT_MONITOR</p> | <p>GC2:<br/>                     Calling: B<br/>                     Called: A<br/>                     LRP: null<br/>                     Current calling: B<br/>                     Current called:A</p> |
| <p>The application calls updateMonitorType() API on TermConn of B with mode as Whisper.</p> | <p>GC2: CiscoTermConnMonitorUpdatedEv TA<br/>                     GC2: CiscoTermConnMonitorUpdatedEv TB<br/>                     getMonitorType() = CiscoCall.WHISPER_MONITOR<br/>                     getTransactionID() = X<br/>                     GC2: CiscoRTPOutputStartedEv TB</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                             |

| Action                                                                             | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call information |
|------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| B redirects the call to C and C answers.                                           | GC2: ConnCreatedEv C<br>GC2: ConnConnectedEv C<br>GC2: CallCtlConnOfferedEv C<br>GC2: TermConnCreatedEv TC<br>GC2: TermConnActiveEv TC<br>GC2: CallCtlTermConnTalkingEv for TC<br>GC2: TermConnDroppedEv TB<br>GC2: CallCtlTermConnDroppedEv TB<br>GC2: ConnDisconnectedEv TB<br>GC2: CallCtlConnDisconnectedEv TB<br>GC2: CiscoTermConnMonitorTargetInfoEv TC<br>CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET, terminal name: TA, rtphandle = CII<br>CiscoMonitorTageInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR<br>GC2; CiscoTermConnMonitorInitiatorInfoEv TA<br>Cause: CAUSE_NORMAL address:C, device name: TC<br>CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR |                  |
| The application calls updateMonitorType() API on TermConn of C with mode as Silent | GC2: CiscoTermConnMonitorUpdatedEv TA<br>GC2: CiscoTermConnMonitorUpdatedEv TC<br>getMonitorType() = CiscoCall.SILENT_MONITOR<br>getTransactionID() = X<br>GC2: CiscoRTPOutputStoppedEv TC                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |
| C calls drop on GC2 to stop monitoring                                             | GC2: CallCtlTermConnDroppedEv TC<br>GC2: TermConnDroppedEv TC<br>GC2: ConnDisconnectedEv C<br>GC2: CallCtlConnDisconnectedEv C<br>GC2: ConnDisconnectedEv A<br>GC2: CallCtlConnDisconnectedEv A<br>GC2: CallInvalidEv<br>GC1: CiscoTermConnMonitorEndEv TA                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                  |

**Use Case Four**

Secured Whisper Monitoring followed by redirect to non-secured supervisor

Whisper monitor: A is monitor target, B is monitor initiator. Both A and B are Encrypted devices. X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2(mode = whisper). Application has call observer on both A and B. Application has monitoring capability enabled. B redirects to observed party C which is non-secured.

| Action        | Events                                                                                                                                                                                                                                                                                                                                           | Call information                                                                       |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| A answers GC1 | CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br>GC1:ConnCreatedEv for A Cause: CAUSE_NORMAL<br>GC1:ConnConnectedEv for A Cause: CAUSE_NORMAL<br>GC1: ConnConnectedEv X<br>GC1:CallCrItermConnRingingEv TA Cause: CAUSE_NORMAL<br>GC1:CallCrItermConnTalkingEv TA Cause: CAUSE_NORMAL<br>CiscoRTPOutputStartedEv<br>CiscoRTPInputStartedEv | GC1:<br>Calling: X<br>Called: A<br>LRP: null<br>Current calling: X<br>Current called:A |

| Action                                                                                      | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Call information                                                                                                                                                                                            |
|---------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B calls start monitor using GC2 giving CII, A and TermA from GC1 and mode as whisper</p> | <p>GC2: CallActive Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnInitiatedEv<br/>                     GC2: TermConnCreatedEv TB<br/>                     GC2: TermConnActiveEv TB<br/>                     GC2: CallCtlTermConnTalkingEv TB B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnDialingEv for B<br/>                     GC2: CallCtlConnEstablishedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv A , here A.getType() = MONITORING_TARGET<br/>                     GC2: ConnInProgressEv A<br/>                     GC2: CallCtlConnOfferedEv A,<br/>                     GC2: ConnAlertingEv A<br/>                     GC2: CallCtlConnAlertingEv A<br/>                     GC2: ConnConnectedEv A<br/>                     GC2: CallCtlConnEstablishedEv A<br/>                     GC2: CiscoRTPInputStartedEv TB<br/>                     GC2: CiscoRTPOutputStartedEv TB<br/>                     getCiscoFeatureReason() = CiscoFeatureReason.REASON_CALL_MONITORING<br/>                     GC2: CiscoTermConnMonitorTargetInfoEv TB<br/>                     Cause: CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET, terminal name: TA, rtphandle = CII<br/>                     CiscoMonitorTageInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR<br/>                     [Note: Above connection is not created on Observed address A, rather an another Address object of type MONITORING_TARGET.]<br/>                     GC1: CiscoTermConnMonitoringStartEv TA<br/>                     getMonitorType() = CiscoCall.WHISPER_MONITOR<br/>                     GC1: CiscoTermConnMonitorInitiatorInfoEv TA<br/>                     Cause: CAUSE_NORMAL address:B, device name: TB<br/>                     CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR</p> | <p>GC2:<br/>                     Calling: B<br/>                     Called: A<br/>                     LRP: null<br/>                     Current calling: B<br/>                     Current called:A</p> |



| Action                                         | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call information |
|------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| <p>B redirects the call to C and C answers</p> | <p>GC2: ConnCreatedEv C<br/>                     GC2: ConnConnectedEv C<br/>                     GC2: CallCtlConnOfferedEv C<br/>                     GC2: TermConnCreatedEv TC<br/>                     GC2: TermConnActiveEv TC<br/>                     GC2: CallCtlTermConnTalkingEv for TC<br/>                     GC2: TermConnDroppedEv TB<br/>                     GC2: CallCtlTermConnDroppedEv TB<br/>                     GC2: ConnDisconnectedEv TB<br/>                     GC2: CallCtlConnDisconnectedEv TB<br/>                     GC2: CiscoTermConnMonitorTargetInfoEv TC<br/>                     Cause: CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET, terminal name: TA, rtpHandle = CI1<br/>                     CiscoMonitorTargetInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR<br/>                     [Note: Above connection is not created on Observed address A, rather an another Address object of type MONITORING_TARGET.]<br/>                     GC2: CiscoTermConnMonitorInitiatorInfoEv TA<br/>                     Cause: CAUSE_NORMAL address:C, device name: TC<br/>                     CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR<br/>                     GC2: ConnFailedEv C<br/>                     GC2: CallCtlConnFailedEv C<br/>                     cause : CAUSE_BCNAUTHORISED<br/>                     GC2: CallInvalidEv<br/>                     GC2: CiscoAddrMonitorTerminatedEv B<br/>                     cause : CAUSE_BCNAUTHORISED</p> |                  |

**Use Case Five**

Agent greeting is played and the application initiates the monitoring request (Silent/Whisper).

JTAPI throws InvalidStateException with error "CTIERR\_RESOURCE\_NOT\_AVAILABLE" when the application sends a monitor request and when an agent greeting is played at that time.

**Use Case Six - Tone Direction Interaction Use Cases**

1. Service Parameter = PLAYTONE\_NOLOCAL\_OR\_REMOTE; API Request (startMonitor/updateMonitorType) = PLAYTONE\_NOLOCAL\_OR\_REMOTE
  - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_NOLOCAL\_OR\_REMOTE

- If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_NOLOCAL\_OR\_REMOTE
2. Service Parameter = PLAYTONE\_NOLOCAL\_OR\_REMOTE; API Request (startMonitor/updateMonitorType) = PLAYTONE\_LOCALONLY
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_LOCALONLY
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_NOLOCAL\_OR\_REMOTE
  3. Service Parameter = PLAYTONE\_NOLOCAL\_OR\_REMOTE; API Request (startMonitor/updateMonitorType) = PLAYTONE\_REMOTEONLY
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
  4. Service Parameter = PLAYTONE\_NOLOCAL\_OR\_REMOTE; API Request (startMonitor/updateMonitorType) = PLAYTONE\_BOTHLOCALANDREMOTE
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_BOTHLOCALANDREMOTE
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
  5. Service Parameter = PLAYTONE\_LOCALONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_NOLOCAL\_OR\_REMOTE
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_LOCALONLY
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_NOLOCAL\_OR\_REMOTE
  6. Service Parameter = PLAYTONE\_LOCALONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_LOCALONLY
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_LOCALONLY
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_NOLOCAL\_OR\_REMOTE
  7. Service Parameter = PLAYTONE\_LOCALONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_REMOTEONLY
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_BOTHLOCALANDREMOTE
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
  8. Service Parameter = PLAYTONE\_LOCALONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_BOTHLOCALANDREMOTE
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_BOTHLOCALANDREMOTE
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
  9. Service Parameter = PLAYTONE\_REMOTEONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_NOLOCAL\_OR\_REMOTE
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
  10. Service Parameter = PLAYTONE\_REMOTEONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_LOCALONLY
    - If Mode is Silent, then Effective Tone Direction = PLAYTONE\_BOTHLOCALANDREMOTE
    - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
  11. Service Parameter = PLAYTONE\_REMOTEONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_REMOTEONLY

- If Mode is Silent, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
  - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
12. Service Parameter = PLAYTONE\_REMOTEONLY; API Request (startMonitor/updateMonitorType) = PLAYTONE\_BOTHLOCALANDREMOTE
- If Mode is Silent, then Effective Tone Direction = PLAYTONE\_BOTHLOCALANDREMOTE
  - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY
13. Service Parameter = PLAYTONE\_BOTHLOCALANDREMOTE; API Request (startMonitor/updateMonitorType) = Any tone
- If Mode is Silent, then Effective Tone Direction = PLAYTONE\_BOTHLOCALANDREMOTE
  - If Mode is Whisper, then Effective Tone Direction = PLAYTONE\_REMOTEONLY

**Use Case Seven**

Supervisor B is a shared line and supervisor updates monitorType from silent to whisper. Address B is a shared line configured on terminal T1(initiator) and T2.

Whisper monitor: A is monitor target, B(T1) is monitor initiator. X calls A, A answers the call GC1 (ci1). B(T1) calls start monitor using GC2(mode = silent). Application has call observer on all A, B(T1) and B(T2). Application has monitoring capability enabled. App updates the monitor type to Whisper and later drops monitoring call to stop monitoring.

| Action        | Events                                                                                                                                                                                                                                                                                                                                           | Call information                                                                       |
|---------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| A answers GC1 | CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br>GC1:ConnCreatedEv for A Cause: CAUSE_NORMAL<br>GC1:ConnConnectedEv for A Cause: CAUSE_NORMAL<br>GC1: ConnConnectedEv X<br>GC1:CallCrItermConnRingingEv TA Cause: CAUSE_NORMAL<br>GC1:CallCrItermConnTalkingEv TA Cause: CAUSE_NORMAL<br>CiscoRTPOutputStartedEv<br>CiscoRTPInputStartedEv | GC1:<br>Calling: X<br>Called: A<br>LRP: null<br>Current calling: X<br>Current called:A |

| Action                                                                                     | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Call information                                                                                                                                                                                            |
|--------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>B calls start monitor using GC2 giving CI1, A and TermA from GC1 and mode as Silent</p> | <p>GC2: CallActive Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnInitiatedEv<br/>                     GC2: TermConnCreatedEv B(T1)<br/>                     GC2: TermConnActiveEv B(T1)<br/>                     GC2: TermConnCreatedEv for B(T2)<br/>                     GC2: TermConnPassiveEv for B(T2)<br/>                     GC2: CallCtlTermConnTalkingEv B(T1) B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnDialingEv for B<br/>                     GC2: CallCtlConnEstablishedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv A , here A.getType() = MONITORING_TARGET<br/>                     GC2: ConnInProgressEv A<br/>                     GC2: CallCtlConnOfferedEv A,<br/>                     GC2: ConnAlertingEv A<br/>                     GC2: CallCtlConnAlertingEv A<br/>                     GC2: ConnConnectedEv A<br/>                     GC2: CallCtlConnEstablishedEv A<br/>                     GC2: CiscoRTPInputStartedEv B(T1)<br/>                     getCiscoFeatureReason() = CiscoFeatureReason.REASON_CALL_MONITORING<br/>                     GC2: CiscoTermConnMonitorTargetInfoEv B(T1)<br/>                     Cause: CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET, terminal name: TA, rtphandle = CI1<br/>                     CiscoMonitorTageInfo.getMonitorType() = CiscoCall.SILENT_MONITOR<br/>                     [Note: Above connection is not created on Observed address A, rather an another Address object of type MONITORING_TARGET.]<br/>                     GC1: CiscoTermConnMonitoringStartEv TAggetMonitorType() = CiscoCall.SILENT_MONITOR<br/>                     GC1: CiscoTermConnMonitorInitiatorInfoEv TA<br/>                     Cause: CAUSE_NORMAL address:B, device name: B(T1)<br/>                     CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.SILENT_MONITOR</p> | <p>GC2:<br/>                     Calling: B<br/>                     Called: A<br/>                     LRP: null<br/>                     Current calling: B<br/>                     Current called:A</p> |

| Action                                                                              | Events                                                                                                                                                                                                                                                                                                                                  | Call information |
|-------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
| The application calls updateMonitorType() API on TermConn of B with mode as Whisper | GC2: CiscoTermConnMonitorUpdatedEv TA<br>GC2: CiscoTermConnMonitorUpdatedEv B(T1)<br>getMonitorType() = CiscoCall.WHISPER_MONITOR<br>getTransactionID() = X<br>GC2: CiscoRTPOutputStartedEv B(T1)                                                                                                                                       |                  |
| B calls drop on GC2 to stop monitoring                                              | GC2: CallCtlTermConnDroppedEv BT(1)<br>GC2: TermConnDroppedEv B(T1)<br>GC2: CallCtlTermConnDroppedEv BT(2)<br>GC2: TermConnDroppedEv B(T2)<br>GC2: ConnDisconnectedEv B<br>GC2: CallCtlConnDisconnectedEv B<br>GC2: ConnDisconnectedEv A<br>GC2: CallCtlConnDisconnectedEv A<br>GC2: CallInvalidEv<br>GC1: CiscoTermConnMonitorEndEv TA |                  |

**Use Case Eight**

Agent is shared line. After monitoring Agent holds and its shared line resumes.

A(T1) is monitor target and shares a line with Terminal T2 , B is monitor initiator. X calls A, A answers the call GC1 (ci1). B calls start monitor using GC2. Application has call observer on all A(T1), A(T2) and B. Application has monitoring capability enabled.

| Action                                                                                                                                 | Events | Call information                                                                                                                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------|--------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>A(T1) answers<br/>GC1B calls start<br/>monitor using GC2<br/>giving CI1, A and<br/>TermA(T1) in GC1<br/>and mode as<br/>Whisper</p> |        | <p>GC1:<br/>Calling: X<br/>Called: A<br/>LRP: null<br/>Current calling: X<br/>Current called:A</p> <p>GC2:<br/>Calling: B<br/>Called: A<br/>LRP: null<br/>Current calling: B<br/>Current called:A</p> |

| Action | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Call information |
|--------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|        | <p>CallActiveEv for callID = GC1 Cause: CAUSE_NEW_CALL<br/>                     GC1:ConnCreatedEv for A Cause: CAUSE_NORMAL<br/>                     GC1:ConnConnectedEv for A Cause: CAUSE_NORMAL<br/>                     GC1: ConnConnectedEv X</p> <p>GC1:CallCrItermConnRingingEv TA Cause: CAUSE_NORMAL<br/>                     GC1:CallCrItermConnTalkingEv TA Cause: CAUSE_NORMAL<br/>                     CiscoRTPOutputStartedEv T1<br/>                     CiscoRTPIInputStartedEv T1</p> <p>GC2:CallActive Cause: CAUSE_NORMAL<br/>                     GC2: ConnCreatedEv for B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnInitiatedEv<br/>                     GC2: TermConnCreatedEv TB<br/>                     GC2: TermConnActiveEv TB<br/>                     GC2: CallCtlTermConnTalkingEv TB B Cause: CAUSE_NORMAL<br/>                     GC2: CallCtlConnDialingEv for B<br/>                     GC2: CallCtlConnEstablishedEv for B Cause: CAUSE_NORMAL</p> <p>GC2: ConnCreatedEv A , here A.getType() = MONITORING_TARGET<br/>                     GC2: ConnInProgressEv A<br/>                     GC2: CallCtlConnOfferedEv A,<br/>                     GC2: ConnAlertingEv A<br/>                     GC2: CallCtlConnAlertingEv A<br/>                     GC2: ConnConnectedEv A<br/>                     GC2: CallCtlConnEstablishedEv A</p> <p>GC2: CiscoRTPIInputStartedEv TB<br/>                     GC2: CiscoRTPOutputStartedEv TB<br/>                     getCiscoFeatureReason() = CiscoFeatureReason.REASON_CALL_MONITORING</p> <p>GC2:CiscoTermConnMonitorTargetInfoEv TB<br/>                     Cause: CAUSE_NORMAL address:A, here A.getType() = MONITORING_TARGET,</p> |                  |

| Action                             | Events                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Call information |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------|
|                                    | <p>terminal name: TA, rtphandle = C11</p> <p>CiscoMonitorTagetInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR</p> <p>[Note: Above connection is not created on Observed address A, rather an another Address object of type MONITORING_TARGET.]</p> <p>GC1: CiscoTermConnMonitoringStartEv T1(A)</p> <p>getMonitorType() = CiscoCall.WHISPER_MONITOR</p> <p>GC1: CiscoTermConnMonitorInitiatorInfoEv T1(A)</p> <p>Cause: CAUSE_NORMAL address:B, device name: TB</p> <p>CiscoMonitorInitiatorInfo.getMonitorType() = CiscoCall.WHISPER_MONITOR</p> |                  |
| <p>A(T1) puts the call on hold</p> | <p>GC1: CallCtlTermConnHeldEv A(T1)</p> <p>GC1: CallCtlTermConnActiveEv A(T2)</p> <p>GC1: CallCtlTermConnHeldEv A(T2)</p> <p>GC2: CiscoRTPInputStoppedEv TB</p> <p>GC2: CiscoRTPOutputStoppedEv TB</p> <p>GC1: CiscoRTPOutputStoppedEv A(T1)</p> <p>GC1: CiscoRTPInputStoppedEv A(T1)</p>                                                                                                                                                                                                                                                            |                  |
| <p>A(T2) resumes the call</p>      | <p>GC1: CallCtlTermConnTalkingEv A(T2)</p> <p>GC1: CallCtlTermConnPassiveEv A(T1)</p> <p>GC1: CiscoRTPOutputStartedEv A(T2)</p> <p>GC1: CiscoRTPInputStartedEv A(T2)</p> <p>GC2: CallCtlTermConnDroppedEv TB</p> <p>GC2: TermConnDroppedEv TB</p> <p>GC2: ConnDisconnectedEvB</p> <p>GC2: CallCtlConnDisconnectedEv B</p> <p>GC2: ConnDisconnectedEv A</p> <p>GC2: CallCtlConnDisconnectedEv A</p> <p>GC2: CallInvalidEv</p> <p>GC1: CiscoTermConnMonitorEndEv TA</p>                                                                                |                  |





## APPENDIX **B**

# Cisco Unified JTAPI Classes and Interfaces

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This appendix contains a listing of all classes and interfaces that are available in the Cisco Unified JTAPI implementation:

- [Cisco Unified JTAPI Version 1.2 Classes and Interfaces, on page 1717](#), which lists all the JTAPI v 1.2 classes and methods. The supported classes and methods have a check mark in the Cisco Unified JTAPI Support column.
- [Cisco Unified JTAPI Extension Classes and Interfaces, on page 1735](#), which lists the Cisco Unified JTAPI extension classes and methods.
- [Cisco Trace Logging Classes and Interfaces, on page 1740](#), which lists the error tracing classes and methods.
- [Cisco Unified JTAPI Version 1.2 Classes and Interfaces, on page 1717](#)
- [Cisco Unified JTAPI Extension Classes and Interfaces, on page 1735](#)
- [Cisco Trace Logging Classes and Interfaces, on page 1740](#)

## Cisco Unified JTAPI Version 1.2 Classes and Interfaces

This section includes the following:

- [Core Package, on page 1718](#)
- [Call Center Package, on page 1721](#)
- [Call Center Capabilities Package, on page 1723](#)
- [Call Center Events Package, on page 1724](#)
- [Call Control Package, on page 1726](#)
- [Call Control Capabilities Package, on page 1728](#)
- [Call Control Events Package, on page 1730](#)
- [Capabilities Package, on page 1731](#)
- [Events Package, on page 1732](#)
- [Media Package, on page 1733](#)
- [Media Capabilities Package, on page 1734](#)

- [Media Events Package, on page 1734](#)
- [Unsupported Packages, on page 1734](#)

## Core Package

The following table lists each JTAPI interface in the JTAPI Core Package followed by the associated method (s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names     | Method names           | CiscoUnified JTAPI support | Comments                                                                                                                           |
|-----------------|------------------------|----------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| Address         | addCallObserver        | Yes                        |                                                                                                                                    |
|                 | addressObserver        | Yes                        |                                                                                                                                    |
|                 | getAddressCapabilities | Yes                        |                                                                                                                                    |
|                 | getCallObservers       | Yes                        |                                                                                                                                    |
|                 | getCapabilities        | Yes                        |                                                                                                                                    |
|                 | getConnections         | Yes                        |                                                                                                                                    |
|                 | getName                | Yes                        |                                                                                                                                    |
|                 | getObservers           | Yes                        |                                                                                                                                    |
|                 | getProvider            | Yes                        |                                                                                                                                    |
|                 | getTerminals           | Yes                        |                                                                                                                                    |
|                 | removeCallObserver     | Yes                        |                                                                                                                                    |
|                 | removeObserver         | Yes                        |                                                                                                                                    |
| AddressObserver | addressChangedEvent    | Yes                        |                                                                                                                                    |
| Call            | addObserver            | Yes                        |                                                                                                                                    |
|                 | connect                | Yes                        | A CallObserver must exist for the Terminal or Address originating the call.<br><br>The FeaturePriority parameter is not supported. |
|                 | getCallCapabilities    | Yes                        |                                                                                                                                    |
|                 | getCapabilities        | Yes                        |                                                                                                                                    |
|                 | getConnections         | Yes                        |                                                                                                                                    |

| Class names      | Method names                            | CiscoUnified JTAPI support | Comments |
|------------------|-----------------------------------------|----------------------------|----------|
|                  | getObservers                            | Yes                        |          |
|                  | getProvider                             | Yes                        |          |
|                  | getState                                | Yes                        |          |
|                  | removeObserver                          | Yes                        |          |
| CallObserver     | callChangedEvent                        | Yes                        |          |
| Connection       | disconnect                              | Yes                        |          |
|                  | getAddress                              | Yes                        |          |
|                  | getCall                                 | Yes                        |          |
|                  | getCapabilities                         | Yes                        |          |
|                  | getConnectionCapabilities               | Yes                        |          |
|                  | getState                                | Yes                        |          |
|                  | getTerminalConnections                  | Yes                        |          |
| JtapiPeer        | getName                                 | Yes                        |          |
|                  | getProvider                             | Yes                        |          |
|                  | getServices                             | Yes                        |          |
| JtapiPeerFactory | getJtapiPeer                            | Yes                        |          |
| Provider         | addObserver                             | Yes                        |          |
|                  | createCall                              | Yes                        |          |
|                  | getAddress                              | Yes                        |          |
|                  | getAddressCapabilities ()               | Yes                        |          |
|                  | getAddressCapabilities (Terminal)       | Yes                        |          |
|                  | getAddresses                            | Yes                        |          |
|                  | getCallCapabilities ()                  | Yes                        |          |
|                  | getCallCapabilities (Terminal, Address) | Yes                        |          |

| Class names      | Method names                                  | CiscoUnified JTAPI support | Comments                                                                                                                                                                                   |
|------------------|-----------------------------------------------|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                  | getCalls                                      | Yes                        | This method returns calls only when there are CallObservers attached to Addresses or Terminals, when a RouteAddress is registered for routing, or when a CiscoMediaTerminal is registered. |
|                  | getCapabilities                               | Yes                        |                                                                                                                                                                                            |
|                  | getConnectionCapabilities ()                  | Yes                        |                                                                                                                                                                                            |
|                  | getConnectionCapabilities (Terminal, Address) | Yes                        |                                                                                                                                                                                            |
|                  | getName                                       | Yes                        |                                                                                                                                                                                            |
|                  | getObservers                                  | Yes                        |                                                                                                                                                                                            |
|                  | getProviderCapabilities ()                    | Yes                        |                                                                                                                                                                                            |
|                  | getProviderCapabilities (Terminal)            | Yes                        |                                                                                                                                                                                            |
|                  | getState                                      | Yes                        |                                                                                                                                                                                            |
|                  | getTerminal                                   | Yes                        |                                                                                                                                                                                            |
|                  | getTerminalCapabilities ()                    | Yes                        |                                                                                                                                                                                            |
|                  | getTerminalCapabilities (Terminal)            | Yes                        |                                                                                                                                                                                            |
|                  | getTerminalConnectionCapabilities ()          | Yes                        |                                                                                                                                                                                            |
|                  | getTerminalConnectionCapabilities (Terminal)  | Yes                        |                                                                                                                                                                                            |
|                  | getTerminals                                  | Yes                        |                                                                                                                                                                                            |
|                  | removeObserver                                | Yes                        |                                                                                                                                                                                            |
|                  | shutdown                                      | Yes                        |                                                                                                                                                                                            |
| ProviderObserver | providerChangedEvent                          | Yes                        |                                                                                                                                                                                            |
| Terminal         | addCallObserver                               | Yes                        |                                                                                                                                                                                            |
|                  | addObserver                                   | Yes                        |                                                                                                                                                                                            |
|                  | getAddresses                                  | Yes                        |                                                                                                                                                                                            |
|                  | getCallObservers                              | Yes                        |                                                                                                                                                                                            |

| Class names        | Method names                      | CiscoUnified JTAPI support | Comments |
|--------------------|-----------------------------------|----------------------------|----------|
|                    | getCapabilities                   | Yes                        |          |
|                    | getName                           | Yes                        |          |
|                    | getObservers                      | Yes                        |          |
|                    | getProvider                       | Yes                        |          |
|                    | getTerminalCapabilities           | Yes                        |          |
|                    | getTerminalConnections            | Yes                        |          |
|                    | removeCallObserver                | Yes                        |          |
|                    | removeObserver                    | Yes                        |          |
| TerminalConnection | answer                            | Yes                        |          |
|                    | getCapabilities                   | Yes                        |          |
|                    | getConnection                     | Yes                        |          |
|                    | getState                          | Yes                        |          |
|                    | getTerminal                       | Yes                        |          |
|                    | getTerminalConnectionCapabilities | Yes                        |          |
| TerminalObserver   | terminalChangedEvent              | Yes                        |          |

## Call Center Package

The following table lists each JTAPI interface in the JTAPI Call Center Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names        | Method names         | CiscoUnifiedJTAPI support |
|--------------------|----------------------|---------------------------|
| ACDAddress         | getACDManagerAddress |                           |
|                    | getLoggedOnAgents    |                           |
|                    | getNumberQueued      |                           |
|                    | getOldestCallQueued  |                           |
|                    | getQueueWaitTime     |                           |
|                    | getRelativeQueueLoad |                           |
| ACDAddressObserver |                      |                           |

| Class names            | Method names            | CiscoUnifiedJTAPI support |
|------------------------|-------------------------|---------------------------|
| ACDConnection          | getACDManagerConnection |                           |
| ACDManagerAddress      | getACDAddresses         |                           |
| ACDManagerConnection   | getACDConnections       |                           |
| Agent                  | getACDAddress           |                           |
|                        | getAgentAddress         |                           |
|                        | getAgentID              |                           |
|                        | getAgentTerminal        |                           |
|                        | getState                |                           |
|                        | setState                |                           |
| AgentTerminal          | addAgent                |                           |
|                        | getAgents               |                           |
|                        | removeAgents            |                           |
|                        | setAgents               |                           |
| AgentTerminalObserver  |                         |                           |
| CallCenterAddress      | addCallObserver         |                           |
| CallCenterCall         | connectPredictive       |                           |
|                        | getApplicationData      |                           |
|                        | getTrunks               |                           |
|                        | setApplicationData      |                           |
| CallCenterCallObserver |                         |                           |
| CallCenterProvider     | getACDAddresses         |                           |
|                        | getACDManagerAddresses  |                           |
|                        | getRouteableAddresses   |                           |
| CallCenterTrunk        | getCall                 |                           |
|                        | getName                 |                           |
|                        | getState                |                           |
|                        | getType                 |                           |
| RouteAddress           | cancelRouteCallback     | Yes                       |

| Class names   | Method names            | CiscoUnifiedJTAPI support |
|---------------|-------------------------|---------------------------|
|               | getActiveRouteSessions  | Yes                       |
|               | getRouteCallback        | Yes                       |
|               | registerRouteCallback   | Yes                       |
| RouteCallback | reRouteEvent            | Yes                       |
|               | routeCallbackEndedEvent | Yes                       |
|               | routeEndEvent           | Yes                       |
|               | routeEvent              | Yes                       |
|               | routeUsedEvent          | Yes                       |
| RouteSession  | endRoute                | Yes                       |
|               | getCause                | Yes                       |
|               | getRouteAddress         | Yes                       |
|               | getState                | Yes                       |
|               | selectRoute             | Yes                       |

## Call Center Capabilities Package

The following table lists each JTAPI interface in the JTAPI Call Center Capabilities Package followed by the associated method(s), and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names                      | Method names               | CiscoUnifiedJTAPI support |
|----------------------------------|----------------------------|---------------------------|
| ACDAddressCapabilities           | canGetACDManagerAddress    |                           |
|                                  | canGetLoggedOnAgents       |                           |
|                                  | canGetNumberQueued         |                           |
|                                  | canGetOldestCallQueued     |                           |
|                                  | canGetQueueWaitTime        |                           |
|                                  | canGetRelativeQueueLoad    |                           |
| ACDConnectionCapabilities        | canGetACDManagerConnection |                           |
| ACDManagerAddressCapabilities    | canGetACDAddresses         |                           |
| ACDManagerConnectionCapabilities | canGetACDCConnections      |                           |
| AgentTerminalCapabilities        | canHandleAgents            |                           |

| Class names                    | Method names              | CiscoUnifiedJTAPI support |
|--------------------------------|---------------------------|---------------------------|
| CallCenterAddressCapabilities  | canAddCallObserver        |                           |
| CallCenterCallCapabilities     | canConnectPredictive      |                           |
|                                | canGetTrunks              |                           |
|                                | canHandleApplicationData  |                           |
| CallCenterProviderCapabilities | canGetACDAddresses        | Yes                       |
|                                | canGetACDManagerAddresses | Yes                       |
|                                | canGetRouteableAddresses  | Yes                       |
| RouteAddressCapabilities       | canRouteCalls             | Yes                       |

## Call Center Events Package

The following table lists each JTAPI interface in the JTAPI Call Center Events Package followed by the associated method(s), and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names           | Method names     | CiscoUnifiedJTAPI support |
|-----------------------|------------------|---------------------------|
| ACDAddrBusyEv         |                  |                           |
| ACDAddrEv             | getAgent         |                           |
|                       | getAgentAddress  |                           |
|                       | getAgentTerminal |                           |
|                       | getState         |                           |
|                       | getTrunks        |                           |
| ACDAddrLoggedOffEv    |                  |                           |
| ACDAddrLoggedOnEv     |                  |                           |
| ACDAddrNotReadyEv     |                  |                           |
| ACDAddrReadyEv        |                  |                           |
| ACDAddrUnknownEv      |                  |                           |
| ACDAddrWorkNotReadyEv |                  |                           |
| ACDAddrWorkReadyEv    |                  |                           |
| AgentTermBusyEv       |                  |                           |
| AgentTermEv           | getACDAddress    |                           |



| Class names              | Method names             | CiscoUnifiedJTAPI support |
|--------------------------|--------------------------|---------------------------|
|                          | getAgent                 |                           |
|                          | getAgentAddress          |                           |
|                          | getAgentID               |                           |
|                          | getState                 |                           |
| AgentTermLoggedOffEv     |                          |                           |
| AgentTermLoggedOnEv      |                          |                           |
| AgentTermNotReadyEv      |                          |                           |
| AgentTermReadyEv         |                          |                           |
| AgentTermUnknownEv       |                          |                           |
| AgentTermWorkNotReadyEv  |                          |                           |
| AgentTermWorkReadyEv     |                          |                           |
| CallCentCallAppDataEv    | getApplicationData       |                           |
| CallCentCallEv           | getCalledAddress         |                           |
|                          | getCallingAddress        |                           |
|                          | getCallingTerminal       |                           |
|                          | getLastRedirectedAddress |                           |
|                          | getTrunks                |                           |
| CallCentConnEv           |                          |                           |
| CallCentConnInProgressEv |                          |                           |
| CallCentEv               | getCallCenterCause       |                           |
| CallCentTrunkEv          | getTrunk                 |                           |
| CallCentTrunkInvalidEv   |                          |                           |
| CallCentTrunkValidEv     |                          |                           |
| ReRouteEvent             |                          | Yes                       |
| RouteCallbackEndedEvent  | getRouteAddress          | Yes                       |
| RouteEndEvent            |                          | Yes                       |
| RouteEvent               | getCallingAddress        | Yes                       |
|                          | getCallingTerminal       | Yes                       |

| Class names       | Method names            | CiscoUnifiedJTAPI support |
|-------------------|-------------------------|---------------------------|
|                   | getCurrentRouteAddress  | Yes                       |
|                   | getRouteSelectAlgorithm | Yes                       |
|                   | getSetupInformation     | Yes                       |
| RouteSessionEvent | getRouteSession         | Yes                       |
| RouteUsedEvent    | getCallingAddress       | Yes                       |
|                   | getCallingTerminal      | Yes                       |
|                   | getDomain               | Yes                       |
|                   | getRouteUsed            | Yes                       |

## Call Control Package

The following table lists each JTAPI interface in the JTAPI Call Control Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI Implementation.

| Class names        | Method names                        | CiscoUnifiedJTAPI support | Comments                                                                                                                                            |
|--------------------|-------------------------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------|
| CallControlAddress | cancelForwarding                    | Yes                       | Only for Call Forward All                                                                                                                           |
|                    | getDoNotDisturb                     |                           |                                                                                                                                                     |
|                    | getForwarding                       | Yes                       | Only for Call Forward All                                                                                                                           |
|                    | getMessageWaiting                   |                           |                                                                                                                                                     |
|                    | setDoNotDisturb                     |                           |                                                                                                                                                     |
|                    | setForwarding                       | Yes                       | Only for Call Forward All                                                                                                                           |
|                    | setMessageWaiting                   |                           |                                                                                                                                                     |
| CallControlCall    | addParty                            |                           |                                                                                                                                                     |
|                    | conference                          | Yes                       | In a consult conference scenario, only OriginalCall.conference (ConsultCall ) is supported. ConsultCall.conference (OriginalCall) is not supported. |
|                    | consult(TerminalConnection)         | Yes                       |                                                                                                                                                     |
|                    | consult(TerminalConnection, String) | Yes                       |                                                                                                                                                     |
|                    | drop                                | Yes                       |                                                                                                                                                     |

| Class names             | Method names             | CiscoUnifiedJTAPI support | Comments                                                                                                                                     |
|-------------------------|--------------------------|---------------------------|----------------------------------------------------------------------------------------------------------------------------------------------|
|                         | getCalledAddress         | Yes                       |                                                                                                                                              |
|                         | getCallingAddress        | Yes                       |                                                                                                                                              |
|                         | getCallingTerminal       | Yes                       |                                                                                                                                              |
|                         | getConferenceController  | Yes                       |                                                                                                                                              |
|                         | getConferenceEnable      | Yes                       |                                                                                                                                              |
|                         | getLastRedirectedAddress | Yes                       |                                                                                                                                              |
|                         | getTransferController    | Yes                       |                                                                                                                                              |
|                         | getTransferEnable        | Yes                       |                                                                                                                                              |
|                         | offHook                  | Yes                       |                                                                                                                                              |
|                         | setConferenceController  | Yes                       |                                                                                                                                              |
|                         | setConferenceEnable      | Yes                       |                                                                                                                                              |
|                         | setTransferController    | Yes                       |                                                                                                                                              |
|                         | setTransferEnable        | Yes                       |                                                                                                                                              |
|                         | transfer(Call)           | Yes                       | In a consult transfer scenario, only OriginalCall.transfer (ConsultCall) is supported. ConsultCall.transfer (OriginalCall) is not supported. |
|                         | transfer(String)         | Yes                       |                                                                                                                                              |
| CallControlCallObserver |                          | Yes                       |                                                                                                                                              |
| CallControlConnection   | accept                   | Yes                       |                                                                                                                                              |
|                         | addToAddress             | Yes                       |                                                                                                                                              |
|                         | getCallControlState      | Yes                       |                                                                                                                                              |
|                         | park                     | Yes                       |                                                                                                                                              |
|                         | redirect                 | Yes                       | Redirect allows a connection in the CallControlConnection. ESTABLISHED state to be redirected.                                               |
|                         | reject                   | Yes                       |                                                                                                                                              |
| CallControlForwarding   | getDestinationAddress    |                           |                                                                                                                                              |
|                         | getFilter                |                           |                                                                                                                                              |

| Class names                   | Method names                         | CiscoUnifiedJTAPI support | Comments                                    |
|-------------------------------|--------------------------------------|---------------------------|---------------------------------------------|
|                               | getSpecificCaller                    |                           |                                             |
|                               | getType                              |                           |                                             |
| CallControlTerminal           | getDoNotDisturb                      |                           |                                             |
|                               | pickup (Address, Address)            |                           |                                             |
|                               | pickup (Connection, Address)         |                           |                                             |
|                               | pickup (TerminalConnection, Address) |                           |                                             |
|                               | pickupFromGroup(Address)             |                           |                                             |
|                               | pickupFromGroup(String, Address)     |                           |                                             |
|                               | setDoNotDisturb                      |                           |                                             |
| CallControlTerminalConnection | getCallControlState                  | Yes                       |                                             |
|                               | hold                                 | Yes                       |                                             |
|                               | join                                 | Yes                       | Only implemented for CiscoIntercomAddresses |
|                               | leave                                |                           |                                             |
|                               | unhold                               | Yes                       |                                             |
| CallControlTerminalObserver   |                                      |                           |                                             |

## Call Control Capabilities Package

The following table lists each JTAPI interface in the JTAPI Call Control Capabilities Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names                    | Method names         | CiscoUnifiedJTAPI support |
|--------------------------------|----------------------|---------------------------|
| CallControlAddressCapabilities | canCancelForwarding  | Yes                       |
|                                | canGetDoNotDisturb   | Yes                       |
|                                | canGetForwarding     | Yes                       |
|                                | canGetMessageWaiting | Yes                       |
|                                | canSetDoNotDisturb   | Yes                       |
|                                | canSetForwarding     | Yes                       |

| Class names                       | Method names                           | CiscoUnifiedJTAPI support |
|-----------------------------------|----------------------------------------|---------------------------|
|                                   | canSetMessageWaiting                   | Yes                       |
| CallControlCallCapabilities       | canAddParty                            | Yes                       |
|                                   | canConference                          | Yes                       |
|                                   | canConsult                             | Yes                       |
|                                   | canConsult(TerminalConnection)         | Yes                       |
|                                   | canConsult(TerminalConnection, String) | Yes                       |
|                                   | canDrop                                | Yes                       |
|                                   | canOffHook                             | Yes                       |
|                                   | canSetConferenceController             | Yes                       |
|                                   | canSetConferenceEnable                 | Yes                       |
|                                   | canSetTransferController               | Yes                       |
|                                   | canSetTransferEnable                   | Yes                       |
|                                   | canTransfer                            | Yes                       |
|                                   | canTransfer(Call)                      | Yes                       |
|                                   | canTransfer(String)                    | Yes                       |
| CallControlConnectionCapabilities | canAccept                              | Yes                       |
|                                   | canAddToAddress                        | Yes                       |
|                                   | canPark                                | Yes                       |
|                                   | canRedirect                            | Yes                       |
|                                   | canReject                              | Yes                       |
| CallControlTerminalCapabilities   | canGetDoNotDisturb                     | Yes                       |
|                                   | canPickup                              | Yes                       |
|                                   | canPickup(Address, Address)            | Yes                       |
|                                   | canPickup(Connection, Address)         | Yes                       |
|                                   | canPickup(TerminalConnection, Address) | Yes                       |
|                                   | canPickupFromGroup                     | Yes                       |
|                                   | canPickupFromGroup(Address)            | Yes                       |
|                                   | canPickupFromGroup(String, Address)    | Yes                       |

| Class names                               | Method names       | CiscoUnifiedJTAPI support |
|-------------------------------------------|--------------------|---------------------------|
|                                           | canSetDoNotDisturb | Yes                       |
| CallControlTerminalConnectionCapabilities | canHold            | Yes                       |
|                                           | canJoin            | Yes                       |
|                                           | canLeave           | Yes                       |
|                                           | canUnhold          | Yes                       |

## Call Control Events Package

The following table lists each JTAPI interface in the JTAPI Call Control Events Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names                  | Method names             | CiscoUnifiedJTAPI support | Comments |
|------------------------------|--------------------------|---------------------------|----------|
| CallCtlAddrDoNotDisturbEv    | getDoNotDisturbState     |                           |          |
| CallCtlAddrEv                |                          |                           |          |
| CallCtlAddrForwardEv         | getForwarding            | Yes                       |          |
| CallCtlAddrMessageWaitingEv  | getMessageWaitingState   |                           |          |
| CallCtlCallEv                | getCalledState           | Yes                       |          |
|                              | getCallingAddress        | Yes                       |          |
|                              | getCallingTerminal       | Yes                       |          |
|                              | getLastRedirectedAddress | Yes                       |          |
| CallCtlConnAlertingEv        |                          | Yes                       |          |
| CallCtlConnDialingEv         | getDigits                | Yes                       |          |
| CallCtlConnDisconnectedEv    |                          | Yes                       |          |
| CallCtlConnEstablishedEv     |                          | Yes                       |          |
| CallCtlConnEv                |                          | Yes                       |          |
| CallCtlConnFailedEv          |                          | Yes                       |          |
| CallCtlConnInitiatedEv       |                          | Yes                       |          |
| CallCtlConnNetworkAlertingEv |                          | Yes                       |          |
| CallCtlConnNetworkReachedEv  |                          | Yes                       |          |
| CallCtlConnOfferedEv         |                          | Yes                       |          |

| Class names               | Method names        | CiscoUnifiedJTAPI support | Comments |
|---------------------------|---------------------|---------------------------|----------|
| CallCtlConnQueuedEv       | getNumberInQueue    | Yes                       |          |
| CallCtlConnUnknownEv      |                     | Yes                       |          |
| CallCtlEv                 | getCallControlCause | Yes                       |          |
| CallCtlTermConnBridgedEv  |                     |                           |          |
| CallCtlTermConnDroppedEv  |                     | Yes                       |          |
| CallCtlTermConnEv         |                     | Yes                       |          |
| CallCtlTermConnHeldEv     |                     | Yes                       |          |
| CallCtlTermConnInUseEv    |                     |                           |          |
| CallCtlTermConnRingingEv  |                     | Yes                       |          |
| CallCtlTermConnTalkingEv  |                     | Yes                       |          |
| CallCtlTermConnUnknownEv  |                     | Yes                       |          |
| CallCtlTermDoNotDisturbEv |                     |                           |          |
| CallCtlTermEv             |                     |                           |          |

## Capabilities Package

The following table lists each JTAPI interface in the JTAPI Capabilities Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names                    | Method names  | CiscoUnifiedJTAPI support | Comments |
|--------------------------------|---------------|---------------------------|----------|
| AddressCapabilities            | isObservable  | Yes                       |          |
| CallCapabilities               | canConnect    | Yes                       |          |
|                                | isObservable  | Yes                       |          |
| ConnectionCapabilities         | canDisconnect | Yes                       |          |
| ProviderCapabilities           | isObservable  | Yes                       |          |
| TerminalCapabilities           | isObservable  | Yes                       |          |
| TerminalConnectionCapabilities | canAnswer     | Yes                       |          |

## Events Package

The following table lists each JTAPI interface in the JTAPI Events Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI Implementation.

| Class names            | Method names   | CiscoUnifiedJTAPI support |
|------------------------|----------------|---------------------------|
| AddrEv                 | getAddress     | Yes                       |
| AddrObservationEndedEv |                | Yes                       |
| CallActiveEv           |                | Yes                       |
| CallEv                 | getCall        | Yes                       |
| CallInvalidEv          |                | Yes                       |
| CallObservationEndedEv | getEndedObject | Yes                       |
| ConnAlertingEv         |                | Yes                       |
| ConnConnectedEv        |                | Yes                       |
| ConnCreatedEv          |                | Yes                       |
| ConnDisconnectedEv     |                | Yes                       |
| ConnEv                 | getConnection  | Yes                       |
| ConnFailedEv           |                | Yes                       |
| ConnInProgressEv       |                | Yes                       |
| ConnUnknownEv          |                | Yes                       |
| Ev                     | getCause       | Yes                       |
|                        | getID          | Yes                       |
|                        | getMetaCode    | Yes                       |
|                        | getObserved    | Yes                       |
|                        | isNewMetaEvent | Yes                       |
| ProvEv                 | getProvider    | Yes                       |
| ProvInServiceEv        |                | Yes                       |
| ProvObservationEndedEv |                | Yes                       |
| ProvOutOfServiceEv     |                | Yes                       |
| ProvShutdownEv         |                | Yes                       |
| TermConnActiveEv       |                | Yes                       |



| Class names                     | Method names | CiscoUnifiedJTAPI support |
|---------------------------------|--------------|---------------------------|
| TermConnCreatedEv               |              | Yes                       |
| TermConnDroppedEv               |              | Yes                       |
| TermConnEvgetTerminalConnection |              | Yes                       |
| TermConnPassiveEv               |              |                           |
| TermConnRingingEv               |              | Yes                       |
| TermConnUnknownEv               |              | Yes                       |
| TermEv                          | getTerminal  | Yes                       |
| TermObservationEndedEv          |              | Yes                       |

## Media Package

The following table lists each JTAPI interface from the JTAPI Media Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names             | Method names         | CiscoUnifiedJTAPI support | Comments |
|-------------------------|----------------------|---------------------------|----------|
| MediaCallObserver       |                      | Yes                       |          |
| MediaTerminalConnection | generateDtmf         | Yes                       |          |
|                         | getMediaAvailability |                           |          |
|                         | getMediaState        |                           |          |
|                         | setDtmfDetection     | Yes                       |          |
|                         | startPlaying         |                           |          |
|                         | startRecording       |                           |          |
|                         | stopPlaying          |                           |          |
|                         | stopRecording        |                           |          |
|                         | useDefaultMicrophone |                           |          |
|                         | useDefaultSpeaker    |                           |          |
|                         | usePlayURL           |                           |          |
|                         | useRecordURL         |                           |          |

## Media Capabilities Package

The following table lists each JTAPI interface in the JTAPI Media Capabilities Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names                          | Method names            | CiscoUnifiedJTAPI support | Comments |
|--------------------------------------|-------------------------|---------------------------|----------|
| MediaTerminalConnection Capabilities | canDetectDtmf           | Yes                       |          |
|                                      | canGenerateDtmf         | Yes                       |          |
|                                      | canStartPlaying         | Yes                       |          |
|                                      | canStartRecording       | Yes                       |          |
|                                      | canStopPlaying          | Yes                       |          |
|                                      | canStopRecording        | Yes                       |          |
|                                      | canUseDefaultMicrophone | Yes                       |          |
|                                      | canUseDefaultSpeaker    | Yes                       |          |
|                                      | canUsePlayURL           | Yes                       |          |
|                                      | canUseRecordURL         | Yes                       |          |

## Media Events Package

The following table lists each JTAPI interface in the JTAPI Media Events Package followed by the associated method(s) and whether the classes are supported by the Cisco Unified JTAPI implementation.

| Class names                | Method names  | CiscoUnifiedJTAPI support | Comments |
|----------------------------|---------------|---------------------------|----------|
| MediaEv                    | getMediaCause | Yes                       |          |
| MediaTermConnAvailableEv   |               |                           |          |
| MediaTermConnDtmfEv        | getDtmfDigit  | Yes                       |          |
| MediaTermConnEv            |               | Yes                       |          |
| MediaTermConnStateEv       | getMediaState |                           |          |
| MediaTermConnUnavailableEv |               |                           |          |

## Unsupported Packages

The following table shows the JTAPI packages that are not supported by the Cisco Unified JTAPI implementation.

| Unsupported JTAPI packages              |
|-----------------------------------------|
| JTAPI Phone Package                     |
| JTAPI Phone Capabilities Package        |
| JTAPI Phone Events Package              |
| JTAPI Private Data Package              |
| JTAPI Private Data Capabilities Package |
| JTAPI Private Data Events Package       |

## Cisco Unified JTAPI Extension Classes and Interfaces

### Cisco Unified JTAPI Extension Classes

Table 352: Cisco Unified JTAPI Extension Classes

| Cisco extension classes  | Method names                                              |
|--------------------------|-----------------------------------------------------------|
| CiscoMediaCapability     | getMaxFramesPerPacket()<br>getPayloadType()<br>toString() |
| CiscoG711MediaCapability |                                                           |
| CiscoG723MediaCapability | getBitRate()<br>toString()                                |
| CiscoGSMMediaCapability  |                                                           |
| RegistrationException    |                                                           |
| UnregistrationException  |                                                           |

### Cisco Unified JTAPI Extension Interfaces

Table 353: Cisco Unified JTAPI Extension Interfaces and Their Methods

| Cisco extension interfaces | Method names |
|----------------------------|--------------|
| CiscoAddrCreatedEv         | getAddress() |
| CiscoAddress               | getType()    |

| Cisco extension interfaces | Method names                                                                                                                                                                                                                                            |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoAddressObserver       |                                                                                                                                                                                                                                                         |
| CiscoAddrEv                |                                                                                                                                                                                                                                                         |
| CiscoAddrInService         |                                                                                                                                                                                                                                                         |
| CiscoAddrOutOfService      |                                                                                                                                                                                                                                                         |
| CiscoCall                  | getCallID()                                                                                                                                                                                                                                             |
| CiscoCallEv                |                                                                                                                                                                                                                                                         |
| CiscoCallID                | getCall()<br>intValue()                                                                                                                                                                                                                                 |
| CiscoConferenceEndEv       | getConferenceCall()<br>getFinalCall()<br>getHeldConferenceController()<br>getTalkingConferenceController()                                                                                                                                              |
| CiscoConferenceStartEv     | getConferenceCall()<br>getFinalCall()<br>getHeldConferenceController()<br>getTalkingConferenceController()                                                                                                                                              |
| CiscoConnection            | getConnectionID()<br>getReason()<br>redirect(String destinationAddress, int mode, int callingSearchSpace, int calledAddressOption, String preferredOriginalCalledParty, String facCode, String cmcCode, int featurePriority, byte[] applicationXMLData) |
| CiscoConnectionID          | getConnection()<br>intValue()                                                                                                                                                                                                                           |
| CiscoConsultCall           | getConsultingTerminalConnection()                                                                                                                                                                                                                       |
| CiscoConsultCallActiveEv   | getHeldTerminalConnection()                                                                                                                                                                                                                             |
| CiscoEv                    |                                                                                                                                                                                                                                                         |
| CiscoJtapiPeer             |                                                                                                                                                                                                                                                         |

| Cisco extension interfaces                  | Method names                                                                                                                                                  |
|---------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoMediaTerminal                          | getRTPInputProperties()<br>getRTPOutputProperties()<br>register(InetAddress, int)<br>unregister()                                                             |
| CiscoProvEv                                 |                                                                                                                                                               |
| CiscoProvider                               | getCallbackGuardEnabled()<br>getMediaTerminal()<br>getMediaTerminals()<br>setCallbackGuardEnabled()<br>getRemoteTerminals()<br>getRemoteTerminal(String name) |
| CiscoProviderObserver                       |                                                                                                                                                               |
| CiscoProvTerminalRemoteDestinationChangedEv | getTerminal()<br>getRemoteDestinations()<br>isMyAppLastToSetActiveRD()<br>getIPAddressingMode()<br>getIPV4Address()<br>getIPV6Address()                       |
| CiscoRecorderInfo                           | getRecordingType()                                                                                                                                            |
| CiscoRemoteDestinationInfo                  | getRemoteDestinationName()<br>getRemoteDestinationNumber()<br>getIsActiveRD()                                                                                 |

| Cisco extension interfaces | Method names                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRemoteTerminal        | <p>getAllRemoteDestinations()<br/> getActiveRemoteDestinations()<br/> setActiveRemoteDestination(String remoteDestinationNumber, boolean isActiveRD)<br/> addRemoteDestination(String remoteDestinationName, String remoteDestinationNumber, boolean isActiveRD)<br/> removeRemoteDestination(String remoteDestinationNumber)<br/> removeAllRemoteDestinations()<br/> updateRemoteDestinationName(String remoteDestinationNumber, String remoteDestinationName)<br/> updateRemoteDestinationNumber(String remoteDestinationNumber, String newRemoteDestinationNumber)<br/> updateRemoteDestination(String remoteDestinationNumber, String remoteDestinationName, String newRemoteDestinationNumber, boolean isActiveRD)<br/> isRegisteredByThisApp() Cisco Extend &amp; Connect (CTI Remote Device)<br/> getRegistrationType()<br/> isMyAppLastToSetActiveRD()</p> |
| CiscoRouteSession          | <p>getCall()<br/> selectRoute(String[] routeSelected, int callingSearchSpace, String[] modifyingCallingNumber, String[] preferredOriginalCalledNumber, int[] preferredOriginalCalledOption, String[] facCode, String[] cmcCode, int featurePriority, byte[][] applicationXMLData)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| CiscoRTPInputProperties    | <p>getBitRate()<br/> getEchoCancellation()<br/> getLocalAddress()<br/> getLocalPort()<br/> getPacketSize()<br/> getPayloadType()</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| CiscoRTPInputStartedEv     | getRTPInputProperties()                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| CiscoRTPInputStoppedEv     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |

| Cisco extension interfaces | Method names                                                                                                                                    |
|----------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| CiscoRTPOutputProperties   | getBitRate()<br>getMaxFramesPerPacket()<br>getPacketSize()<br>getPayloadType()<br>getPrecedenceValue()<br>getRemoteAddress()<br>getRemotePort() |
| CiscoRTPOutputStartedEv    | getRTPOutputProperties()                                                                                                                        |
| CiscoRTPOutputStoppedEv    |                                                                                                                                                 |
| CiscoSynronousObserver     |                                                                                                                                                 |
| CiscoTermCreatedEv         | getTerminal()                                                                                                                                   |
| CiscoTermEv                |                                                                                                                                                 |
| CiscoTerminal              | getRegistrationState()<br>register()<br>unregister()<br>getType()<br>getTypeName()                                                              |
| CiscoTerminalConnection    | startRecording(int playToneDirection, int invocationType)<br>stopRecording(int invocationType)                                                  |
| CiscoTerminalObserver      |                                                                                                                                                 |
| CiscoTermInServiceEv       |                                                                                                                                                 |
| CiscoTermOutOfServiceEv    |                                                                                                                                                 |
| CiscoTransferEndEv         | getFinalCall()<br>getTransferController()<br>getTransferredCall()                                                                               |
| CiscoTransferStartEv       | getFinalCall()<br>getTransferController()<br>getTransferredCall()                                                                               |
| ObjectContainer            | getObject()<br>setObject()                                                                                                                      |

| Cisco extension interfaces | Method names |
|----------------------------|--------------|
| RTPBitRate                 |              |
| RTPPayload                 |              |

## Cisco Trace Logging Classes and Interfaces

### Cisco Trace Logging Classes

Table 354: Cisco Trace Logging Classes

| Cisco Trace Logging class | Method names                                                                                                                                                    |
|---------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| LogFileOutputStream       | close()<br>flush()<br>getCurrentFile()<br>getFileExtension()<br>getFileNameBase()<br>getMaxFiles()<br>getMaxFileSize()<br>write(byte[], int, int)<br>write(int) |
| NullTraceWriter           | close()<br>flush()<br>getEnabled()<br>print(String)<br>println(String)                                                                                          |
| OutputStreamTraceWriter   | close()<br>flush()<br>getEnabled()<br>print(String)<br>println(String)<br>setOutputStream(OutputStream)                                                         |



| Cisco Trace Logging class | Method names                                                                                                       |
|---------------------------|--------------------------------------------------------------------------------------------------------------------|
| TraceManagerFactory       | getModules()<br>registerModule(String)<br>registerModule(TraceModule)<br>registerModule(TraceModule, OutputStream) |

## Cisco Trace Logging Interfaces

Table 355: Cisco Trace Logging Interfaces

| Cisco Trace Logging interfaces | Method names                                                                                                                                                                                                                                                               |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ConditionalTrace               | disable()<br>enable()                                                                                                                                                                                                                                                      |
| Trace                          | append(Object)<br>append(String)<br>getName()<br>isEnabled()<br>print(Object)<br>print(String)<br>print(String, Object)<br>print(String, String)<br>println(Object)<br>println(String)<br>println(String, Object)<br>println(String, String)<br>setDefaultMnemonic(String) |

| Cisco Trace Logging interfaces | Method names                                                                                                                                                                                                                                                                                                                                                                                                                              |
|--------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TraceManager                   | disableAll()<br>disableTimeStamp()<br>enableAll()<br>enableTimeStamp()<br>getConditionalTrace(String)<br>getConditionalTrace(String, String)<br>getName()<br>getOutputStream()<br>getSubFacilities()<br>getTraces()<br>getTraceWriter()<br>getUnconditionalTrace(String)<br>getUnconditionalTrace(String, String)<br>removeTrace(String)<br>removeTrace(Trace)<br>setOutputStream(OutputStream)<br>setSubFacilities()<br>setTraceWriter() |
| TraceModule                    | getTraceManager()<br>getTraceModuleName()                                                                                                                                                                                                                                                                                                                                                                                                 |
| TRACETYPE                      |                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| TraceWriter                    | close()<br>flush()<br>getEnabled()<br>print(String)<br>println(String)                                                                                                                                                                                                                                                                                                                                                                    |
| UnconditionalTrace             |                                                                                                                                                                                                                                                                                                                                                                                                                                           |



## APPENDIX C

# Troubleshooting Cisco Unified JTAPI

This appendix contains CTI Error Codes, CiscoEvent IDs, and other information to assist with troubleshooting efforts.

- [CTI Error Codes, on page 1743](#)
- [CiscoEventIDs, on page 1753](#)
- [Reason Codes, on page 1757](#)
- [Cause Codes, on page 1758](#)
- [Additional Troubleshooting Information, on page 1763](#)

## CTI Error Codes

| Error code                        | Description                                                                                                                                        |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------|
| ASSOCIATED_LINE_NOT_OPEN          | This error indicates that the request is issued on a line, which is not open                                                                       |
| CALL_ALREADY_EXISTS               | This error indicates that another call already exists on the line                                                                                  |
| CALL_DROPPED                      | The call dropped after the feature request (hold, unhold, transfer, or conference) but before the request was completed.                           |
| CALLHANDLE_NOTINCOMINGCALL        | This error indicates that an attempt is made to answer a call that either does not exist or is not in the correct state                            |
| CALLHANDLE_UNKNOWN_TO_LINECONTROL | This error indicates that attempt to redirect call that was unknown to line control                                                                |
| CANNOT_OPEN_DEVICE                | This error indicates that device open failed because the associated device is unregistering                                                        |
| CANNOT_TERMINATE_MEDIA_ON_PHONE   | This error indicates that media cannot be terminated by an application when the device is a physical phone (the phone always terminates the media) |
| CFWDALL_ALREADY_SET               | This error indicates that attempt to set CFWALL while it is already set                                                                            |

| Error code                                     | Description                                                                                                              |
|------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| CFWDALL_DESTN_INVALID                          | This error indicates that attempt to CFWALL to an invalid destination                                                    |
| CLUSTER_LINK_FAILURE                           | This error indicates that link to one of the cisco unified communications managers failed in the cluster (network error) |
| COMMAND_NOT_IMPLEMENTED_ON_DEVICE              | This error indicates that device does not support the command.                                                           |
| CONFERENCE_ALREADY_PRESENT                     | This error indicates that attempt to conference a party that is already in conference                                    |
| CONFERENCE_FAILED                              | This error indicates that conference completion was not successful.                                                      |
| CONFERENCE_FULL                                | This error indicates that all conference bridges are busy.                                                               |
| CONFERENCE_INACTIVE                            | This error indicates that attempt to complete conference while consult conference is not active                          |
| CONFERENCE_INVALID_PARTICIPANT                 | This error indicates that an attempt to conference to self or an invalid participant                                     |
| CTIERR_ACCESS_TO_DEVICE_DENIED                 | This error indicates that the access to device is denied.                                                                |
| CTIERR_APP_SOFTKEYS_ALREADY_CONTROLLED         | This error indicates that the application softkeys are already controlled by another application                         |
| CTIERR_APPLICATION_DATA_SIZE_EXCEEDED          | This error indicates that application data size has exceeded limit                                                       |
| CTIERR_BIB_NOT_CONFIGURED                      | This error indicates built in bridge is not configured                                                                   |
| CTIERR_BIB_RESOURCE_NOT_AVAILABLE              | This error indicates that built in bridge resource not available                                                         |
| CTIERR_CALL_MANAGER_NOT_AVAILABLE              | This error indicates that Communications Manager is not available currently                                              |
| CTIERR_CALL_NOT_EXISTED                        | This error indicates that call does not exist                                                                            |
| CTIERR_CALL_PARK_NO_DN                         | This error indicates no call park DN                                                                                     |
| CTIERR_CALL_REQUEST_ALREADY_OUTSTANDING        | This error indicates call request already outstanding                                                                    |
| CTIERR_CALL_UNPARK_FAILED                      | This error indicates that call unpark did not succeed                                                                    |
| CTIERR_CAPABILITIES_DO_NOT_MATCH               | This error indicates that capabilities do not match                                                                      |
| CTIERR_CLOSE_DELAY_NOT_SUPPORTED_WITH_REG_TYPE | This error indicates that the close delay is not supported with this registration type                                   |
| CTIERR_CONFERENCE_ALREADY_EXISTED              | This error indicates that conference already exists                                                                      |
| CTIERR_CONFERENCE_NOT_EXISTED                  | This error indicates that conference does not exist                                                                      |
| CTIERR_CONNECTION_ON_INVALID_PORT              | This error indicates application is trying to connect to invalid port                                                    |

| Error code                                                | Description                                                                                                                                                                                                    |
|-----------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CTIERR_CONSULT_CALL_FAILURE                               | This error indicates consult call failure                                                                                                                                                                      |
| CTIERR_CONSULTCALL_ALREADY_OUTSTANDING                    | This error indicates that consult call already outstanding                                                                                                                                                     |
| CTIERR_CREATE_PERSISTENT_CALL_FAILED                      | This error indicates that there is an issue with creating a persistent call.                                                                                                                                   |
| CTIERR_CRYPTOCAPABILITY_MISMATCH                          | This error indicates that device registration failed as device crypto algorithms does not match with current device registration                                                                               |
| CTIERR_CTIHANDLER_PROCESS_CREATION_FAILED                 | This error indicates that CTIHandler process creation failed                                                                                                                                                   |
| CTIERR_DB_INITIALIZATION_ERROR                            | This error indicates DB initialization error                                                                                                                                                                   |
| CTIERR_DEVICE_ALREADY_OPENED                              | This error indicates that device is already opened                                                                                                                                                             |
| CTIERR_DEVICE_ALREADY_REGISTERED_NONEXTEND                | Device registration failed as device is already registered in Non-Extend mode.                                                                                                                                 |
| CTIERR_DEVICE_NOT_OPENED_YET                              | This error indicates that device is not yet opened                                                                                                                                                             |
| CTIERR_DEVICE_OWNER_ALIVE_TIMER_STARTED                   | This error indicates that there is a device registration failure                                                                                                                                               |
| CTIERR_DEVICE_REGISTRATION_FAILED_NOT_SUPPORTED_MEDIATYPE | This error indicates an invalid media type, CTIPort need to be registered with Dynamic media port registration if it has an intercom line                                                                      |
| CTIERR_DEVICE_RESTRICTED                                  | This error indicates that the device is restricted                                                                                                                                                             |
| CTIERR_DEVICE_SHUTTING_DOWN                               | This error indicates that device is shutting down                                                                                                                                                              |
| CTIERR_DIRECTORY_LOGIN_TIMEOUT                            | This error indicates that there is a directory login time out                                                                                                                                                  |
| CTIERR_DISCONNECT_PERSISTENT_CALL_FAILED_CALL_ACTIVE      | This error indicates that the request to disconnect the persistent call failed because there is an active customer call. Only when there are no active calls present, can the persistent call be disconnected. |
| CTIERR_DUPLICATE_CALL_REFERENCE                           | This error indicates duplicate call reference                                                                                                                                                                  |
| CTIERR_DUPLICATE_REMOTE_DESTINATION_NUMBER                | Duplicated Remote Destination Number with an existing Remote Destination Number.                                                                                                                               |
| CTIERR_DYNREG_IPADDRMODE_MISMATCH                         | This indicates registration failure when Cisco Media/Route Terminal is already registered with different Addressing mode                                                                                       |
| CTIERR_ENDUSER_NOT_ASSOCIATED_WITH_DEVICE                 | Enduser is not associated with the device.                                                                                                                                                                     |
| CTIERR_FAC_CMC_REASON_CMC_INVALID                         | Client Matter Code (CMC) entered is invalid                                                                                                                                                                    |
| CTIERR_FAC_CMC_REASON_CMC_NEEDED                          | CMC is required to offer the call                                                                                                                                                                              |
| CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED                      | Forced Authorization Code (FAC) and CMC are required to offer call                                                                                                                                             |

| Error code                                       | Description                                                                                                                       |
|--------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------|
| CTIERR_FAC_CMC_REASON_FAC_INVALID                | FAC entered is invalid                                                                                                            |
| CTIERR_FAC_CMC_REASON_FAC_NEEDED                 | FAC is required to offer the call                                                                                                 |
| CTIERR_FEATURE_ALREADY_REGISTERED                | This error indicates feature already registered                                                                                   |
| CTIERR_FEATURE_DATA_REJECT                       | This error indicates feature data reject                                                                                          |
| CTIERR_FEATURE_SELECT_FAILED                     | This error indicates that feature select failed                                                                                   |
| CTIERR_ILLEGAL_DEVICE_TYPE                       | This error indicates that the device type is illegal                                                                              |
| CTIERR_INCOMPATIBLE_AUTOINSTALL_PROTOCOL_VERSION | This error indicates that auto install protocol version is incompatible                                                           |
| CTIERR_INCORRECT_MEDIA_CAPABILITY                | This error indicates that device registration failed due to incorrect media capability                                            |
| CTIERR_INFORMATION_NOT_AVAILABLE                 | This error indicates that information is not available                                                                            |
| CTIERR_INTERCOM_SPEEDDIAL_ALREADY_CONFIGURED     | This error indicates that intercom target value is already configured, application is trying to make call with Intercom target DN |
| CTIERR_INTERCOM_SPEEDDIAL_ALREADY_SET            | This error indicates that intercom request failed as intercom target value is already set, application is trying to set again     |
| CTIERR_INTERCOM_SPEEDDIAL_DESTN_INVALID          | This error indicates that intercomm request failed as intercom target value in not in the intercom group                          |
| CTIERR_INTERCOM_TALKBACK_ALREADY_PENDING         | This error indicates that intercom talk back request is already pending                                                           |
| CTIERR_INTERCOM_TALKBACK_FAILURE                 | This error indicates that talkback request failed for some reason                                                                 |
| CTIERR_INTERNAL_FAILURE                          | This error indicates there is a CTI internal failure                                                                              |
| CTIERR_INVALID_CALLID                            | This error indicates the call ID is invalid                                                                                       |
| CTIERR_INVALID_DEVICE_NAME                       | This error indicates that the device name is not valid                                                                            |
| CTIERR_INVALID_DTMFDIGITS                        | Play DTMF request failed because it is an invalid DTMF digit                                                                      |
| CTIERR_INVALID_FILTER_SIZE                       | This error indicates that filter size is invalid                                                                                  |
| CTIERR_INVALID_MEDIA_DEVICE                      | This error indicates that the media device is not valid                                                                           |
| CTIERR_INVALID_MEDIA_PARAMETER                   | This error indicates media parameter is invalid                                                                                   |
| CTIERR_INVALID_MEDIA_PROCESS                     | This error indicates that there is an invalid media process                                                                       |
| CTIERR_INVALID_MEDIA_RESOURCE_ID                 | This error indicates media resource ID is not valid                                                                               |
| CTIERR_INVALID_MESSAGE_HEADER_INFO               | This error indicates that the header info is not valid                                                                            |

| Error code                                | Description                                                                                                                        |
|-------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|
| CTIERR_INVALID_MESSAGE_LENGTH             | This error indicates that message length is invalid                                                                                |
| CTIERR_INVALID_MONITOR_DESTN              | This error indicates monitoring request failed due to invalid monitoring destination                                               |
| CTIERR_INVALID_MONITOR_DN_TYPE            | This error indicates an invalid monitor DN type                                                                                    |
| CTIERR_INVALID_MONITORMODE                | This error indicates monitor request failed due to an invalid monitor mode                                                         |
| CTIERR_INVALID_PARAMETER                  | This error indicates that the parameter is not valid                                                                               |
| CTIERR_INVALID_PARK_DN                    | This error indicates that the DN is an invalid park DN                                                                             |
| CTIERR_INVALID_PARK_REGISTRATION_HANDLE   | This error indicates that the handle is an invalid park registration handle                                                        |
| CTIERR_PERSISTENT_CALL_EXISTS             | This error indicates that a persistent call already exists.                                                                        |
| CTIERR_INVALID_REMOTE_DESTINATION_NAME    | This error indicates an Invalid Remote Destination Name.                                                                           |
| CTIERR_INVALID_REMOTE_DESTINATION_NUMBER  | This error indicates an Invalid Remote Destination Number.                                                                         |
| CTIERR_INVALID_RESOURCE_TYPE              | This error indicates an invalid resource type                                                                                      |
| CTIERR_IPADDRMODE_MISMATCH                | This indicates the registration failure due to IP Addressing Mode mismatch.                                                        |
| CTIERR_LINE_OUT_OF_SERVICE                | This error indicates that line is out of service.                                                                                  |
| CTIERR_LINE_RESTRICTED                    | This error indicates that the line is restricted                                                                                   |
| CTIERR_MAXCALL_LIMIT_REACHED              | This error indicates that maximum call limit has reached                                                                           |
| CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC   | This error indicates that device registration failed as device is registered with Dynamic media termination                        |
| CTIERR_MEDIA_ALREADY_TERMINATED_EXTEND    | Device registration failed as device is already registered in Extend mode.                                                         |
| CTIERR_MEDIA_ALREADY_TERMINATED_NONE      | This error indicates that device registration failed as device is already registered with media termination none                   |
| CTIERR_MEDIA_ALREADY_TERMINATED_STATIC    | This error indicates that device registration failed as device is registered with Static media termination                         |
| CTIERR_MEDIA_CAPABILITY_MISMATCH          | This error indicates that device registration failed as media capability of device does not match with current device registration |
| CTIERR_MEDIA_RESOURCE_NAME_SIZE_EXCEEDED  | This error indicates that media resource name size has exceeded limit                                                              |
| CTIERR_MEDIAREGISTRATIONTYPE_DO_NOT_MATCH | This error indicates that media registration types do not match                                                                    |

| Error code                                      | Description                                                                                     |
|-------------------------------------------------|-------------------------------------------------------------------------------------------------|
| CTIERR_MESSAGE_TOO_BIG                          | This error indicates that message is too big                                                    |
| CTIERR_MORE_ACTIVE_CALLS_THAN_RESERVED          | This error indicates that there are more active calls than reserved                             |
| CTIERR_NO_EXISTING_CALLS                        | This error indicates there are no existing calls                                                |
| CTIERR_NO_EXISTING_CONFERENCE                   | This error indicates that there is no existing conference                                       |
| CTIERR_NO_RECORDING_SESSION                     | This error indicates recording request failed as there is no recording session                  |
| CTIERR_NO_RESPONSE_FROM_MP                      | This error indicates no response from media resource                                            |
| CTIERR_NOT_PRESERVED_CALL                       | This error indicates that the call is not preserved                                             |
| CTIERR_OPERATION_FAILED_QUIETCLEAR              | This error indicates that feature unavailable for this call due to temporary failure            |
| CTIERR_OPERATION_NOT_ALLOWED                    | This error indicates that this operation is not allowed                                         |
| CTIERR_OPERATION_NOT_ALLOWED_ON_PERSISTENT_CALL | This indicates that the specified operation is not allowed on a persistent call.                |
| CTIERR_OUT_OF_BANDWIDTH                         | This error indicates out of bandwidth error                                                     |
| CTIERR_OWNER_NOT_ALIVE                          | This error indicates a failure during registering the device                                    |
| CTIERR_PENDING_ACCEPT_OR_ANSWER_REQUEST         | This error indicates that there is a pending accept or answer request                           |
| CTIERR_PENDING_START_MONITORING_REQUEST         | This error indicates there is a pending start monitoring request                                |
| CTIERR_PENDING_START_RECORDING_REQUEST          | This error indicates there is a pending start recording request                                 |
| CTIERR_PENDING_STOP_RECORDING_REQUEST           | This error indicates there is a pending stop recording request                                  |
| CTIERR_PERSISTENT_CALL_BEING_SETUP              | This error indicates that the request failed because a persistent call is already being set up. |
| CTIERR_PRIMARY_CALL_INVALID                     | This error indicates that primary call in monitoring request in invalid or gone idle            |
| CTIERR_PRIMARY_CALL_STATE_INVALID               | This error indicates that primary call in monitoring request is in invalid state                |
| CTIERR_RECORDING_ALREADY_INPROGRESS             | This error indicates recording request failed that recording is already in progress             |
| CTIERR_RECORDING_CONFIG_NOT_MATCHING            | This error indicates recording configuration does not match                                     |
| CTIERR_RECORDING_INVOCATION_TYPE_NOT_MATCHING   | Stop recording failed because the recording invocation type did not match.                      |
| CTIERR_RECORDING_SESSION_INACTIVE               | This error indicates recording request failed because recording session is inactive             |



| Error code                                            | Description                                                                                            |
|-------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| CTIERR_REDIRECT_UNAUTHORIZED_COMMAND_USAGE            | This error indicates a redirect unauthorized command usage                                             |
| CTIERR_REGISTER_FEATURE_ACTIVATION_FAILED             | This error indicates that register feature activation failed                                           |
| CTIERR_REGISTER_FEATURE_APP_ALREADY_REGISTERED        | Register feature application was already registered                                                    |
| CTIERR_REGISTER_FEATURE_PROVIDER_NOT_REGISTERED       | Register feature provider was not registered.                                                          |
| CTIERR_REMOTE_DEVICE_REQUEST_FAILED_ACTIVE_RD_NOT_SET | The active remote destination is not set.                                                              |
| CTIERR_REMOTEDESTINATION_LIMIT_EXCEEDED               | The number of Remote Destinations has exceeded the max number limit.                                   |
| CTIERR_RESOURCE_NOT_AVAILABLE                         | This error indicates that resource is not available to fulfill the request                             |
| CTIERR_START_MONITORING_FAILED                        | This error indicates that start monitoring request failed                                              |
| CTIERR_START_RECORDING_FAILED                         | This error indicates that start recording request failed                                               |
| CTIERR_STATION_SHUT_DOWN                              | This error indicates that there is a station shutdown                                                  |
| CTIERR_SYSTEM_ERROR                                   | This error indicates CTI system error                                                                  |
| CTIERR_UDP_PASS_THROUGH_NOT_SUPPORTED                 | This error indicates UDP data passthrough not supported                                                |
| CTIERR_UNKNOWN_EXCEPTION                              | This error indicates an unknown exception occurred                                                     |
| CTIERR_UNSUPPORTED_CALL_PARK_TYPE                     | This error indicates that call park type is not supported                                              |
| CTIERR_UNSUPPORTED_CFWD_TYPE                          | This error indicates that the call forward type is unsupported                                         |
| CTIERR_USER_NOT_AUTH_FOR_SECURITY                     | This error indicates user is not authorized for secure connection                                      |
| DARES_INVALID_REQ_TYPE                                | This error indicates that there is an internal call processing error: DaRes invalid request type       |
| DATA_SIZE_LIMIT_EXCEEDED                              | This error indicates that XML data object size is bigger than allowed.                                 |
| DB_ERROR                                              | This error indicates that the device query contained an illegal device type                            |
| DB_ILLEGAL_DEVICE_TYPE                                | This error indicates illegal device type in DB                                                         |
| DB_NO_MORE_DEVICES                                    | This error is no longer used.                                                                          |
| DESTINATION_BUSY                                      | This error indicates that destination is busy                                                          |
| DESTINATION_UNKNOWN                                   | This error indicates that destination is not found                                                     |
| DEVICE_ALREADY_REGISTERED                             | This error indicates that device registration attempt failed, because the device is already registered |

| Error code                           | Description                                                                                                              |
|--------------------------------------|--------------------------------------------------------------------------------------------------------------------------|
| DEVICE_NOT_OPEN                      | This error indicates that an attempt to open a line failed, as the device is not opened or the device is not registered. |
| DEVICE_OUT_OF_SERVICE                | This error indicates that device is out of service.                                                                      |
| DIGIT_GENERATION_ALREADY_IN_PROGRESS | This error indicates that digit generation is already in progress.                                                       |
| DIGIT_GENERATION_CALLSTATE_CHANGED   | This error indicates that call state is invalid to continue.                                                             |
| DIGIT_GENERATION_WRONG_CALL_HANDLE   | This error indicates that call handle is invalid and call may be gone.                                                   |
| DIGIT_GENERATION_WRONG_CALL_STATE    | This error indicates that call state is not valid to generate digits.                                                    |
| DIRECTORY_LOGIN_FAILED               | This error indicates that directory login failed: directory not initialized                                              |
| DIRECTORY_LOGIN_NOT_ALLOWED          | This error indicates that directory login failed                                                                         |
| DIRECTORY_TEMPORARY_UNAVAILABLE      | This error indicates that directory is temporarily unavailable.                                                          |
| EXISTING_FIRSTPARTY                  | This error indicates that there is already a device controlling media.                                                   |
| HOLDFAILED                           | This error indicates that the hold was rejected by line control or call control layers                                   |
| ILLEGAL_CALLINGPARTY                 | This error indicates that an attempt was made to originate call using a calling party that is not on the device          |
| ILLEGAL_CALLSTATE                    | This error indicates line is not in a legal state to invoke the request                                                  |
| ILLEGAL_HANDLE                       | This error indicates the handle is not valid                                                                             |
| ILLEGAL_MESSAGE_FORMAT               | This error indicates that there is a QBE protocol error                                                                  |
| INCOMPATIBLE_PROTOCOL_VERSION        | This error indicates that JTAPI and CTI versions are not compatible : CTI Error Protocol version not supported           |
| INVALID_LINE_HANDLE                  | This error indicates that attempt to perform a line operation on an invalid line handle.                                 |
| INVALID_RING_OPTION                  | This error indicates that the ring option is invalid                                                                     |
| LINE_GREATER_THAN_MAX_LINE           | This error indicates that line is greater than the maximum available lines on this device                                |
| LINE_INFO_DOES_NOT_EXIST             | This error indicates that line information does not exist in the database.                                               |
| LINE_NOT_PRIMARY                     | This error indicates that internal error returned from call control.                                                     |
| LINECONTROL_FAILURE                  | This error indicates line control refuses to allow a new call to be initiated because of its current state.              |

| Error code                                 | Description                                                                                                             |
|--------------------------------------------|-------------------------------------------------------------------------------------------------------------------------|
| MAX_NUMBER_OF_CTI_CONNECTIONS_REACHED      | The maximum number of CTI connections was reached.                                                                      |
| MSGWAITING_DESTN_INVALID                   | This error indicates that attempt to set message waiting lamp for an invalid DN; Message Waiting Destination not found. |
| NO_ACTIVE_DEVICE_FOR_THIRDPARTY            | This error indicates there is no active device for thirdparty                                                           |
| NO_CONFERECE_BRIDGE                        | This error indicates that no conference bridge available                                                                |
| NOT_INITIALIZED                            | This error indicates that attempt is made to open a provider before CTI initialization completes                        |
| PROTOCOL_TIMEOUT                           | Internal error returned from call control                                                                               |
| PROVIDER_ALREADY_OPEN                      | This error indicates that an attempt is made to reopen provider                                                         |
| PROVIDER_CLOSED                            | This error indicates an attempt to close provider while it is already closed                                            |
| PROVIDER_NOT_OPEN                          | This error indicates that device list incomplete or device list query timeout or query aborted                          |
| REDIRECT_CALL_CALL_TABLE_FULL              | This error indicates that internal error is returned from call control                                                  |
| REDIRECT_CALL_DESTINATION_BUSY             | This error indicates that the redirect destination is busy                                                              |
| REDIRECT_CALL_DESTINATION_OUT_OF_ORDER     | This error indicates that redirect destination is out of order                                                          |
| REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT       | This error indicates a digit analyss time out, this is an internal error returned from call control                     |
| REDIRECT_CALL_DOES_NOT_EXIST               | This error indicates that an attempt is made to redirect a call that does not exist or is not longer active             |
| REDIRECT_CALL_INCOMPATIBLE_STATE           | This error indicates that internal error is returned from call control                                                  |
| REDIRECT_CALL_MEDIA_CONNECTION_FAILED      | This error indicates media connection failure, this is an internal error returned from call control                     |
| REDIRECT_CALL_NORMAL_CLEARING              | This error indicates that redirect failed because of normal call clearing                                               |
| REDIRECT_CALL_ORIGINATOR_ABANDONED         | This error indicates that far end hung up on the call being redirected                                                  |
| REDIRECT_CALL_PARTY_TABLE_FULL             | This error indicates that internal error is returned from call control                                                  |
| REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION | This error indicates that internal error is returned from call control                                                  |
| REDIRECT_CALL_PROTOCOL_ERROR               | This error indicates a protocol error, this is an internal error returned from call control                             |
| REDIRECT_CALL_UNKNOWN_DESTINATION          | This error indicates that an attempt is made to redirect to an unknown destination                                      |

| Error code                             | Description                                                                                                                                                                                            |
|----------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| REDIRECT_CALL_UNKNOWN_ERROR            | This error indicates that internal error is returned from call control                                                                                                                                 |
| REDIRECT_CALL_UNKNOWN_PARTY            | This error indicates an unknown party is detected, this is an internal error returned from call control                                                                                                |
| REDIRECT_CALL_UNRECOGNIZED_MANAGER     | This error indicates that internal error is returned from call control                                                                                                                                 |
| REDIRECT_CALLINFO_ERR                  | This error indicates that internal error is returned from call control                                                                                                                                 |
| REDIRECT_ERR                           | This error indicates that internal error is returned from call control                                                                                                                                 |
| RETRIEVEFAILED                         | This error indicates that retrieval of call was rejected by line control or call control                                                                                                               |
| RETRIEVEFAILED_ACTIVE_CALL_ON_LINE     | This error indicates that error occurred in retrieving held call; because there is already another active call on the line                                                                             |
| SSAPI_NOT_REGISTERED                   | This error indicates that the redirect command was issued when the internal supporting interface was not initialized; either CTI has not yet finished its initialization or an internal error occurred |
| TIMEOUT                                | This error indicates that the request has timed out.                                                                                                                                                   |
| TRANSFER_INACTIVE                      | This error indicates that attempt to complete transfer, while consult transfer is not there                                                                                                            |
| TRANSFERFAILED                         | This error indicates that the transfer failed probably because one of the call legs was hung up or disconnected from the far end                                                                       |
| TRANSFERFAILED_CALLCONTROL_TIMEOUT     | This error indicates that expected response from call control not received during a transfer                                                                                                           |
| TRANSFERFAILED_DESTINATION_BUSY        | This error indicates that an attempt is made to transfer call to a busy destination                                                                                                                    |
| TRANSFERFAILED_DESTINATION_UNALLOCATED | This error indicates an attempt is made to to transfer call to a directory number that is not registered                                                                                               |
| TRANSFERFAILED_OUTSTANDING_TRANSFER    | This error indicates that existing transfer is still in progress                                                                                                                                       |
| UNDEFINED_LINE                         | This error indicates that the line that was specified, is not found on the device                                                                                                                      |
| UNKNOWN_GLOBAL_CALL_HANDLE             | This error indicates that the global call handle is unknown                                                                                                                                            |
| UNRECOGNIZABLE_PDU                     | This error indicates that there is a QBE protocol error                                                                                                                                                |
| UNSPECIFIED                            | This error indicates that an unspecified error has occurred.                                                                                                                                           |

# CiscoEventIDs

This section includes the following events:

- [Provider Events, on page 1753](#)
- [Terminal Events, on page 1754](#)
- [Address Events, on page 1754](#)
- [Call Events, on page 1755](#)
- [RTP Events, on page 1756](#)
- [TermConn Events, on page 1756](#)

## Provider Events

| Event name                                     | Event number |
|------------------------------------------------|--------------|
| CiscoProvFeatureUnRegisteredEv                 | 0x40000008   |
| CiscoRestrictedEv                              | 0x40000009   |
| CiscoAddrRestrictedEv                          | 0x40000010   |
| CiscoTermRestrictedEv                          | 0x40000011   |
| CiscoAddrActivatedEv                           | 0x40000012   |
| CiscoTermActivatedEv                           | 0x40000013   |
| CiscoAddrActivatedOnTerminalEv                 | 0x40000014   |
| CiscoAddrRestrictedOnTerminalEv                | 0x40000015   |
| CiscoProviderCapabilityChangedEv               | 0x40000016   |
| CiscoProvTerminalCapabilityChangedEv           | 0x40000017   |
| CiscoProvTerminalRegisteredEv                  | 0x40000018   |
| CiscoProvTerminalUnRegisteredEv                | 0x40000019   |
| CiscoProvTerminalRemoteDestinationChangedEv    | 0x40000020   |
| CiscoProvTerminalIPAddressChangedEv            | 0x40000021   |
| CiscoProvTerminalMultiMediaCapabilityChangedEv | 0x40000022   |

## Terminal Events

| Event name                      | Event number |
|---------------------------------|--------------|
| CiscoTermCreatedEv              | 0x40001001   |
| CiscoTermDataEv                 | 0x40001002   |
| CiscoTermInServiceEv            | 0x40001003   |
| CiscoTermOutOfServiceEv         | 0x40001004   |
| CiscoTermRemovedEv              | 0x40001005   |
| CiscoTermDeviceActiveStatusEv   | 0x40001006   |
| CiscoTermDeviceAlertingStatusEv | 0x40001007   |
| CiscoTermDeviceHoldStatusEv     | 0x40001008   |
| CiscoTermDeviceIdleStatusEv     | 0x40001009   |
| CiscoTermButtonPressedEv        | 0x40001010   |
| CiscoTermRegistraionFailedEv    | 0x40001011   |
| CiscoTermDNDDNDStatusChangedEv  | 0x40001014   |
| CiscoTermDeviceStateWhisperEv   | 0x40001015   |
| CiscoTermDNDDNDOptionChangedEv  | 0x40001016   |
| CiscoMultiMediaStreamsInfoEv    | 0x40001017   |

## Address Events

| Event name                         | Event number |
|------------------------------------|--------------|
| CiscoAddrCreatedEv                 | 0x40002001   |
| CiscoAddrInServiceEv               | 0x40002002   |
| CiscoAddrOutOfServiceEv            | 0x40002003   |
| CiscoAddrRemovedEv                 | 0x40002004   |
| CiscoOutOfServiceEv                | 0x40002005   |
| CiscoAddrAddedToTerminalEv         | 0x40002006   |
| CiscoAddrRemovedFromTerminalEv     | 0x40002007   |
| CiscoAddrAutoAcceptStatusChangedEv | 0x40002008   |

| Event name                               | Event number |
|------------------------------------------|--------------|
| CiscoAddrIntercomInfoChangedEv           | 0x40002009   |
| CiscoAddrIntercomInfoRestorationFailedEv | 0x40002010   |
| CiscoAddrRecordingConfigChangedEv        | 0x40002011   |
| CiscoAddrParkStatusEv                    | 0x40002012   |
| CiscoAddrVoiceMailPilotChangedEv         | 0x40002013   |
| CiscoAddrPickupGroupChangedEv            | 0x40002014   |
| CiscoAddrMonitoringTerminatedEv          | 0x4000200A   |

## Call Events

| Event name                                      | Event number |
|-------------------------------------------------|--------------|
| CiscoProvCallParkEv                             | 0x40003001   |
| CiscoConferenceEndEv                            | 0x40003002   |
| CiscoConferenceStartEv                          | 0x40003003   |
| CiscoConsultCallActiveEv                        | 0x40003004   |
| CiscoTransferEndEv                              | 0x40003005   |
| CiscoTransferStartEv                            | 0x40003006   |
| CiscoToneChangedEv                              | 0x40003007   |
| CiscoCallChangedEv                              | 0x40003008   |
| CiscoConferenceChainAddedEv                     | 0x40003009   |
| CiscoConferenceChainRemovedEv                   | 0x40003010   |
| CiscoCallSecurityStatusChangedEv                | 0x40003011   |
| CiscoCallFeatureCancelledEv                     | 0x40003012   |
| CiscoProvPickupCallAlertEv                      | 0x40003013   |
| CiscoProvPickupNotificationRegistrationClosedEv | 0x40003014   |
| CiscoCallInfoChangedEv                          | 0x40003015   |
| CiscoProvAuthenticationInfoEv                   | 0x40003016   |

## RTP Events

| Event name                     | Event number |
|--------------------------------|--------------|
| CiscoRTPInputStartedEv         | 0x40004001   |
| CiscoRTPInputStoppedEv         | 0x40004002   |
| CiscoRTPOutputStartedEv        | 0x40004003   |
| CiscoRTPOutputStoppedEv        | 0x40004004   |
| CiscoMediaOpenLogicalChannelEv | 0x40004005   |
| CiscoRTPInputKeyEv             | 0x40004006   |
| CiscoRTPOutputKeyEv            | 0x40004007   |
| CiscoMediaOpenIPPortEv         | 0x40004008   |

## TermConn Events

| Event name                          | Event number |
|-------------------------------------|--------------|
| CiscoTermConnPrivacyChangedEv       | 0x40005001   |
| CiscoCallCtlTermConnHeldReversionEv | 0x40005002   |
| CiscoTermConnSelectChangedEv        | 0x40005003   |
| CiscoTermConnRecordingStartEv       | 0x40005004   |
| CiscoTermConnRecordingEndEv         | 0x40005005   |
| CiscoTermConnRecordingFailedEv      | 0x4000500E   |
| CiscoTermConnMonitoringStartEv      | 0x40005006   |
| CiscoTermConnMonitoringEndEv        | 0x40005007   |
| CiscoTermConnRecordingTargetInfoEv  | 0x40005008   |
| CiscoTermConnMonitorInitiatorInfoEv | 0x40005009   |
| CiscoTermConnMonitorTargetInfoEv    | 0x4000500A   |
| CiscoTermConnMonitorUpdatedEv       | 0x4000500B   |
| CiscoMediaStreamStartedEv           | 0x4000500C   |
| CiscoMediaStreamEndedEv             | 0x4000500D   |



## Conn Events

| Event name                       | Event number |
|----------------------------------|--------------|
| CiscoConnectionUniqueIDChangedEv | 0x40006001   |
| CiscoHuntConnCreatedEv           | 0x40006002   |

## Reason Codes

The following codes are defined in CiscoFeatureReason interface.

| Reason code name       | Reason code |
|------------------------|-------------|
| REASON_TRANSFER        | 2           |
| REASON_FORWARDNOANSWER | 3           |
| REASON_FORWARDBUSY     | 4           |
| REASON_FORWARDALL      | 5           |
| REASON_REDIRECT        | 6           |
| REASON_BLINDTRANSFER   | 7           |
| REASON_CONFERENCE      | 9           |
| REASON_PARK            | 10          |
| REASON_CALLPICKUP      | 11          |
| REASON_NORMAL          | 12          |
| REASON_PARKREMINDER    | 15          |
| REASON_UNPARK          | 16          |
| REASON_BARGE           | 20          |
| REASON_IMMDIVERT       | 21          |
| REASON_FAC_CMC         | 22          |
| REASON_QSIG_PR         | 23          |
| REASON_REFERER         | 24          |
| REASON_REPLACE         | 25          |
| REASON_CCM_REDIRECTION | 26          |
| REASON_DPARK_CALLPARK  | 27          |

| Reason code name             | Reason code |
|------------------------------|-------------|
| REASON_DPARK_REVERSION       | 28          |
| REASON_DPARK_UNPARK          | 29          |
| REASON_SILENTMONITORING      | 31          |
| REASON_MOBILITY              | 33          |
| REASON_MOBILITY_IVR          | 34          |
| REASON_MOBILITY_CELLPICKUP   | 35          |
| REASON_MOBILITY_HANDIN       | 36          |
| REASON_MOBILITY_HANDOUT      | 37          |
| REASON_MOBILITY_FOLLOWME     | 38          |
| REASON_CLICK_TO_CONFERENCE   | 39          |
| REASON_FORWARD_NO_RETRIEVE   | 40          |
| REASON_EXTERNALCALLCONTROL   | 42          |
| REASON_SAF_CCD_PSTN_FAILOVER | 43          |
| REASON_MEDIA_STREAMING       | 44          |

## Cause Codes

| Cause code name             | Cause code |
|-----------------------------|------------|
| CAUSE_NOERROR               | 0X00 (0)   |
| CAUSE_UNALLOCATEDNUMBER     | 0X01 (1)   |
| CAUSE_NOROUTETOTRANSITNET   | 0X02 (2)   |
| CAUSE_NOROUTETODDESTINATION | 0X03 (3)   |
| CAUSE_CHANUNACCEPTABLE      | 0X06 (6)   |
| CAUSE_CALLBEINGDELIVERED    | 0X07 (7)   |
| CAUSE_CTIPREEMPTNOREUSE     | 0X08 (8)   |
| CAUSE_CTIPREEMPTFORREUSE    | 0X09 (9)   |
| CAUSE_NORMALCALLCLEARING    | 0X10 (16)  |
| CAUSE_USERBUSY              | 0X11 (17)  |

| Cause code name                    | Cause code |
|------------------------------------|------------|
| CAUSE_NOUSERRESPONDING             | 0X12 (18)  |
| CAUSE_NOANSWERFROMUSER             | 0X13 (19)  |
| CAUSE_SUBSCRIBERABSENT             | 0X14 (20)  |
| CAUSE_CALLREJECTED                 | 0X15 (21)  |
| CAUSE_NUMBERCHANGED                | 0X16 (22)  |
| CAUSE_EXCHANGEROUTINGERROR         | 0X19 (25)  |
| CAUSE_NONSELECTEDUSERCLEARING      | 0X1A (26)  |
| CAUSE_DDESTINATIONOUTOFORDER       | 0X1B (27)  |
| CAUSE_INVALIDNUMBERFORMAT          | 0X1C (28)  |
| CAUSE_FACILITYREJECTED             | 0X1D (29)  |
| CAUSE_RESPONSETOSTATUSENQUIRY      | 0X1E (30)  |
| CAUSE_NORMALUNSPECIFIED            | 0X1F (31)  |
| CAUSE_NOCIRCAVAIL                  | 0X22 (34)  |
| CAUSE_NETOUTOFORDER                | 0X26 (38)  |
| CAUSE_TEMPORARYFAILURE             | 0X29 (41)  |
| CAUSE_SWITCHINGEQUIPMENTCONGESTION | 0X2A (42)  |
| CAUSE_ACCESSINFORMATIONDISCARDED   | 0X2B (43)  |
| CAUSE_REQCIRCAVAIL                 | 0X2C (44)  |
| CAUSE_CTIPRECEDENCECALLBLOCKED     | 0X2E (46)  |
| CAUSE_RESOURCESNAVAIL              | 0X2F (47)  |
| CAUSE_QUALOFSERVNAVAIL             | 0X31 (49)  |
| CAUSE_REQFACILITYNOTSUBSCRIBED     | 0X32 (50)  |
| CAUSE_SERVOPERATIONVIOLATED        | 0X35 (53)  |
| CAUSE_INCOMINGCALLBARRED           | 0X36 (54)  |
| CAUSE_BCNAUTHORIZED                | 0X39 (57)  |
| CAUSE_BCBPRESENTLYAVAIL            | 0X3A (58)  |
| CAUSE_SERVNOTAVAILUNSPECIFIED      | 0X3F (63)  |
| CAUSE_BEARERCAPNIMPL               | 0X41 (65)  |

| Cause code name                   | Cause code |
|-----------------------------------|------------|
| CAUSE_CHANYPENIMPL                | 0X42 (66)  |
| CAUSE_REQFACILITYNIMPL            | 0X45 (69)  |
| CAUSE_ONLYRDIVEARERCAVAIL         | 0X46 (70)  |
| CAUSE_SERVOROFTNAVAILORIMPL       | 0X4F (79)  |
| CAUSE_INVALIDCALLREFVALUE         | 0X51 (81 ) |
| CAUSE_IDENTIFIEDCHANDOESNOTEXIST  | 0X52 (82)  |
| CAUSE_SUSPCALLBUTNOTTHISONE       | 0X53 (83)  |
| CAUSE_CALLIDINUSE                 | 0X54 (84)  |
| CAUSE_NOCALLSUSPENDED             | 0X55 (85)  |
| CAUSE_REQCALLIDHASBEENCLEARED     | 0X56 (86)  |
| CAUSE_INCOMPATABLEDESTINATION     | 0X58 (88)  |
| CAUSE_DESTNUMMISSANDDCNOTSUB      | 0X5A (90)  |
| CAUSE_INVALIDTRANSITNETSEL        | 0X5B (91)  |
| CAUSE_INVALIDMESSAGEUNSPECIFIED   | 0X5F (95)  |
| CAUSE_MANDATORYIEMISSING          | 0X60 (96)  |
| CAUSE_MSGTYPENIMPL                | 0X61 (97)  |
| CAUSE_MSGTYPENCOMPATWCS           | 0X62 (98)  |
| CAUSE_IENIMPL                     | 0X63 (99)  |
| CAUSE_INVALIDIECONTENTS           | 0X64 (100) |
| CAUSE_MSGNCOMPATABLEWCS           | 0X65 (101) |
| CAUSE_RECOVERYONTIMEREXPIRY       | 0X66 (102) |
| CAUSE_PROTOCOLERRORUNSPECIFIED    | 0X6F (111) |
| CAUSE_CTIPRECEDENCELEVELEXCEEDED  | 0X7A (122) |
| CAUSE_CTIDEVICENOTPREEMPTABLE     | 0X7B (123) |
| CAUSE_OUTOFBANDWIDTH              | 0X7D (125) |
| CAUSE_INTERWORKINGUNSPECIFIED     | 0X7F (127) |
| CAUSE_CTIPRECEDENCEOUTOFBANDWIDTH | 0X81 (129) |
| CAUSE_REDIRECTED                  | 0XC9 (200) |

| Cause code name                               | Cause code                                |
|-----------------------------------------------|-------------------------------------------|
| CAUSE_INTERNALCAUSE                           | 0X1F4 (500)                               |
| CAUSE_OUTBOUND_TRANSFER                       | 0X1F5 (501)                               |
| CAUSE_OUTBOUND_CONFERENCE                     | 0X1F6 (502)                               |
| CAUSE_INBOUND_TRANSFER                        | 0X1F7 (503)                               |
| CAUSE_INBOUND_CONFERENCE                      | 0X1F8 (504)                               |
| CAUSE_INBOUND_BLINDTRANSFER                   | 0X1F9 (505)                               |
| CAUSE_CTIMANAGER_FAILURE                      | 0x1FB (507)                               |
| CAUSE_CALLMANAGER_FAILURE                     | 0x1FC (508)                               |
| CAUSE_BARGE                                   | 0x1FD(509)                                |
| CAUSE_FAC_CMC                                 | 0x1FE (510)                               |
| CAUSE_QSIG_PR                                 | 0x1FF (511)                               |
| CAUSE_DPARK                                   | 0x200 (512)                               |
| CAUSE_DPARK_UNPARK                            | 0x201 (513)                               |
| CAUSE_DPARK_REMINDER                          | 0x202 (514)                               |
| CAUSE_QUIET_CLEAR                             | 0x203 (515)                               |
| CAUSE_CTICONFERENCEFULL                       | 0X40000 + CAUSE_NOERROR                   |
| CAUSE_CALLSPLIT                               | 0X60000 + CAUSE_NOERROR                   |
| CAUSE_CTIDROPCONFEREE                         | 0X70000 + CAUSE_NOERROR                   |
| CAUSE_CTICCMSIP400BADREQUEST                  | 0X1000000 + CAUSE_TEMPORARYFAILURE        |
| CAUSE_CTICCMSIP401UNAUTHORIZED                | 0X2000000 + CAUSE_CALLREJECTED            |
| CAUSE_CTICCMSIP402PAYMENTREQUIRED             | 0X3000000 + CAUSE_CALLREJECTED            |
| CAUSE_CTICCMSIP403FORBIDDEN                   | 0X4000000 + CAUSE_CALLREJECTED            |
| CAUSE_CTICCMSIP404NOTFOUND                    | 0X5000000 + CAUSE_UNALLOCATEDNUMBER       |
| CAUSE_CTICCMSIP405METHODNOTALLOWED            | 0X6000000 + CAUSE_SERVNOTAVAILUNSPECIFIED |
| CAUSE_CTICCMSIP406NOTACCEPTABLE               | 0X7000000 + CAUSE_SERVOROPTNAVAILORIMPL   |
| CAUSE_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED | 0X8000000 + CAUSE_CALLREJECTED            |
| CAUSE_CTICCMSIP408REQUESTTIMEOUT              | 0X9000000 + CAUSE_RECOVERYONTIMEREXPIRY   |
| CAUSE_CTICCMSIP410GONE                        | 0XB000000 + CAUSE_NUMBERCHANGED           |

| Cause code name                          | Cause code                                 |
|------------------------------------------|--------------------------------------------|
| CAUSE_CTICCMSIP411LENGTHREQUIRED         | 0XC000000 + CAUSE_INTERWORKINGUNSPECIFIED  |
| CAUSE_CTICCMSIP413REQUESTENTITYTOOLONG   | 0XE000000 + CAUSE_INTERWORKINGUNSPECIFIED  |
| CAUSE_CTICCMSIP414REQUESTURITOO LONG     | 0XF000000 + CAUSE_INTERWORKINGUNSPECIFIED  |
| CAUSE_CTICCMSIP415UNSUPPORTEDMEDIATYPE   | 0X10000000 + CAUSE_SERVOROPTNAVAILORIMPL   |
| CAUSE_CTICCMSIP416UNSUPPORTEDURIScheme   | 0X11000000 + CAUSE_INTERWORKINGUNSPECIFIED |
| CAUSE_CTICCMSIP420BADEXTENSION           | 0X15000000 + CAUSE_INTERWORKINGUNSPECIFIED |
| CAUSE_CTICCMSIP421EXTENSTIONREQUIRED     | 0X16000000 + CAUSE_INTERWORKINGUNSPECIFIED |
| CAUSE_CTICCMSIP423INTERVALTOOBRIEF       | 0X18000000 + CAUSE_INTERWORKINGUNSPECIFIED |
| CAUSE_CTICCMSIP480TEMPORARILYUNAVAILABLE | 0X40000000 + CAUSE_NOUSERRESPONDING        |
| CAUSE_CTICCMSIP481CALLLEGDOESNOTEXIST    | 0X41000000 + CAUSE_TEMPORARYFAILURE        |
| CAUSE_CTICCMSIP482LOOPDETECTED           | 0X42000000 + CAUSE_EXCHANGEROUTINGERROR    |
| CAUSE_CTICCMSIP483TOOMANYHOOPS           | 0X43000000 + CAUSE_EXCHANGEROUTINGERROR    |
| CAUSE_CTICCMSIP484ADDRESSINCOMPLETE      | 0X44000000 + CAUSE_INVALIDNUMBERFORMAT     |
| CAUSE_CTICCMSIP485AMBIGUOUS              | 0X45000000 + CAUSE_UNALLOCATEDNUMBER       |
| CAUSE_CTICCMSIP486BUSYHERE               | 0X46000000 + CAUSE_USERBUSY                |
| CAUSE_CTICCMSIP487REQUESTTERMINATED      | 0X47000000 + CAUSE_NORMALUNSPECIFIED       |
| CAUSE_CTICCMSIP488NOTACCEPTABLEHERE      | 0X48000000 + CAUSE_NORMALUNSPECIFIED       |
| CAUSE_CTICCMSIP491REQUESTPENDING         | 0X4B000000 + CAUSE_USERBUSY                |
| CAUSE_CTICCMSIP493UNDECIPHERABLE         | 0X4D000000 + CAUSE_USERBUSY                |
| CAUSE_CTICCMSIP500SERVERINTERNALERROR    | 0X54000000 + CAUSE_TEMPORARYFAILURE        |
| CAUSE_CTICCMSIP501NOTIMPLEMENTED         | 0X55000000 + CAUSE_SERVOROPTNAVAILORIMPL   |
| CAUSE_CTICCMSIP502BADGATEWAY             | 0X56000000 + CAUSE_NETOUTOFORDER           |
| CAUSE_CTICCMSIP503SERVICEUNAVAILABLE     | 0X57000000 + CAUSE_TEMPORARYFAILURE        |
| CAUSE_CTICCMSIP504SERVERTIMEOUT          | 0X58000000 + CAUSE_RECOVERYONTIMEREXPIRY   |
| CAUSE_CTICCMSIP505SIPVERSIONNOTSUPPORTED | 0X59000000 + CAUSE_INTERWORKINGUNSPECIFIED |
| CAUSE_CTICCMSIP513MESSAGETOOLARGE        | 0X5A000000 + CAUSE_INTERWORKINGUNSPECIFIED |
| CAUSE_CTICCMSIP600BUSYEVERYWHERE         | 0XA1000000 + CAUSE_USERBUSY                |
| CAUSE_CTICCMSIP603DECLINE                | 0XA2000000 + CAUSE_CALLREJECTED            |

| Cause code name                          | Cause code                           |
|------------------------------------------|--------------------------------------|
| CAUSE_CTICCMSIP604DOESNOTEXISTANYWHERE   | 0XA3000000 + CAUSE_UNALLOCATEDNUMBER |
| CAUSE_CTICCMSIP606NOTACCEPTABLE          | 0XA4000000 + CAUSE_NORMALUNSPECIFIED |
| CAUSE_CTICCMSIP200CALLCOMPLETEDELSEWHERE | 0xA5000000 + NORMALUNSPECIFIED       |
| CAUSE_CTICCMSIP503SERVICENOTAVAILABLE    | 0xA7000000 + SERVNOTAVAILUNSPECIFIED |

## Additional Troubleshooting Information

### Viewing JTAPI Debug Output

To view JTAPI debug output, use the JTPREFS application to change the trace settings. The JTPREFS application allows you to enable or disable various kinds of tracing.

JTPREFS is installed in the %SystemRoot%\java\lib directory along with the JTAPI classes. Cisco JTAPI Preferences is installed by default in Program Files\JTAPITools.

To open the Cisco JTAPI Preferences utility, choose **Start > Programs > Cisco JTAPI > JTAPI Preferences**.

The following trace levels are defined:

- WARNING - warning events
- INFORMATIONAL - status events
- DEBUG - debugging events

If DEBUG is enabled, JTPREFS allows you to enable or disable various debugging levels.

The following debugging levels are defined:

- TAPI\_DEBUGGING - to trace JTAPI methods and events
- TAPI\_IMPLDEBUGGING - internal JTAPI implementation trace
- CTI\_DEBUGGING - to trace Cisco Unified Communications Manager events that are sent to the JTAPI implementation
- CTIIMPL\_DEBUGGING - internal CTICLIENT implementation trace
- PROTOCOL\_DEBUGGING - full CTI protocol decoding
- MISC\_DEBUGGING - miscellaneous low-level debug trace

Traces can be directed to a specific path and folder rather than to the application directory by default. The same trace folder could be used for successive or more than one simultaneous launch of JTAPI. Different launches of JTAPI would also send the traces to different folders. This allows simultaneous JTAPI instances to maintain independent trace destinations



**Note** Traces can be directed to a specific path and folder rather than to the application directory by default. The same trace folder could be used for successive or more than one simultaneous launch of JTAPI. Different launches of JTAPI would also send traces to different folders. This allows simultaneous JTAPI instances to maintain independent trace destinations. The application directory in this case is not that of the JTAPI client itself, but of the application that is integrating/using the JTAPI client.

## Log Files for JTAPI Client Installer

In order to detect the error which might occur during the installation and uninstallation process, two log files will be generated. These files will be in the same location from which the installer is executed.

- ismpInstall.log – to track events during installation.
- ismpUninstall.log – to track events during uninstallation.

The error messages will contain the information about the wizard beans that were executed as a part of the install procedure and if there were any exceptions.

## Troubleshooting Tips for ISMP Installer

| SN | Problem Description                                                                | Cause                                                                    | Solution                                                                                                                                                                                 |
|----|------------------------------------------------------------------------------------|--------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1  | ISMP Uninstall does not remove the target directories installed.                   | Directory from which uninstaller is invoked.                             | The uninstaller needs to be invoked from at least one level above the install directory.                                                                                                 |
| 2  | Proper language details are not displayed during installation                      | Locale Files not proper.                                                 | Please report this problem immediately to the support personnel to suggest the change or error in message.                                                                               |
| 3  | Uninstaller/Installer throws error.                                                | The JVM has been either removed or replaced with an incompatible version | The installer comes with a built in JVM which also gets installed if the target machine does not have a JVM. In case you face this error - manual removal of the files needs to be done. |
| 4  | Installer goes through fine, but the files have not been copied.                   | Permissions                                                              | Ensure that proper write permissions are there for the destination folder. This problem can occur on UNIX platforms.                                                                     |
| 5  | Installer/Uninstaller throws exception or crashes during the installation process. | version name problem / folder name problem.                              | Refer to the log files generated to get an idea of which step caused the error.                                                                                                          |



| SN | Problem Description                                                                | Cause                  | Solution                                                                                                                                                                                                                                                                                                                                                                                         |
|----|------------------------------------------------------------------------------------|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 6  | Upgrade does not show “upgrade” message during installation of an upgrade version. | .jtapiver.ini missing. | This file is where the current jtapi install details are located. If this is accidentally removed then, upgrade/reinstall will have display issues. In the case of an upgrade/reinstall or downgrade failure, the user will have to manually remove the files from the .jtapi/bin and .jtapi/lib folders and then try the installer in order to ensure proper installation during the next time. |

## Unable to Create Provider Directory Login Timeout

This error occurs when there is no authentication response from CTI for the ProviderOpenRequest. It could fail because of:

- LDAP connectivity problems
- Database delays
- The CTIManager being busy for some other reason and therefore unable to honor the request

The solution is that the application must try again. If the ProviderOpenRequest fails on repeated attempts, modify the ProviderOpenRequest.





# APPENDIX **D**

## Cisco Unified JTAPI Operations by Release

This section lists supported, unsupported, changed, and “under consideration or review” features for Cisco Unified JTAPI by Cisco Unified Communications Manager release. The details can be found in the Cisco Unified Communications Manager JTAPI Developers Guide at [http://www.cisco.com/en/US/products/sw/voicesw/ps556/products\\_programming\\_reference\\_guides\\_list.html](http://www.cisco.com/en/US/products/sw/voicesw/ps556/products_programming_reference_guides_list.html).

- [JTAPI Operations-by-Release, on page 1767](#)

### JTAPI Operations-by-Release

Table legend:

s: supported, N: not supported, M: Modified, UCR: Under Consideration or Review.

**Table 356: JTAPI Features by Cisco Unified Communications Manager Release**

| JTAPI features                                    | 3.1 | 3.2 | 3.3 | 4.0 | 4.1 | 4.2 | 4.3 | 5.0 | 5.1 | 6.0 | 6.1 | 7.0 | 7.1 | 7.1.3 | 8.0 | 8.5 | 8.6 | 9.0 | 10.0 |
|---------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|------|
| CTI Manager and Support for fault tolerance       | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Support for Cisco CallManager Extension Mobility  | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Blind Transfer (using Redirect)                   | s   | s   | s   | M   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Support Forward                                   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Reset the Original Called Party with Redirect     | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| CiscoAddr InServiceEv or CiscoAddr OutOfServiceEv | M   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |

| JTAPI features                      | 3.1 | 3.2 | 3.3 | 4.0 | 4.1 | 4.2 | 4.3 | 5.0 | 5.1 | 6.0 | 6.1 | 7.0 | 7.1 | 7.1.3 | 8.0 | 8.5 | 8.6 | 9.0 | 10.0 |
|-------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|------|
| Localization / Internationalization | N   | s   | s   | M   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| User Deletion from Directory        | N   | N   | M   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Park and Unpark                     | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Monitoring Call Park Numbers        | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Call Reason Enhancements            | N   | N   | M   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Device Data Passthrough             | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| CiscoJTAPI Auto Install             | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Multiple Calls per DN               | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Shared Line Support                 | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Transfer                            | s   | s   | s   | M   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Direct Transfer                     | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Conference                          | s   | s   | s   | M   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Join                                | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Privacy Release                     | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Barge and cBarge                    | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Dynamic Port Registration           | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Media Termination at Route Points   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Transfer to VoiceMail               | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Modifying Calling Number            | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Support for Presentation Indication | N   | N   | N   | s   | s   | s   | s   | s   | M   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| QSIG-PR                             | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |

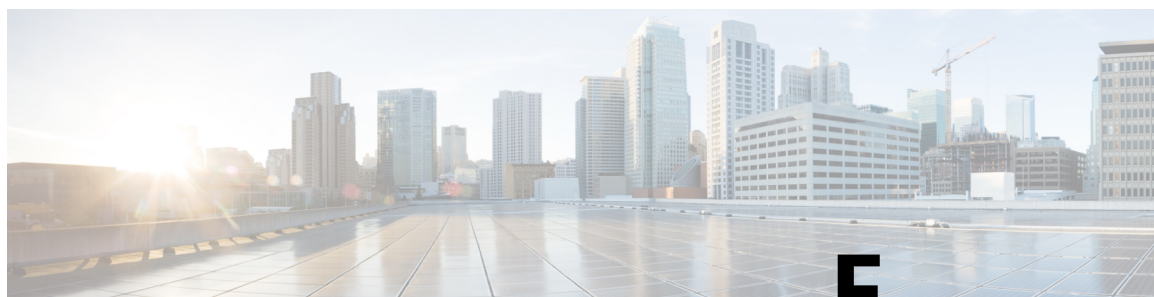
| JTAPI features                                                            | 3.1 | 3.2 | 3.3 | 4.0 | 4.1 | 4.2 | 4.3 | 5.0 | 5.1 | 6.0 | 6.1 | 7.0 | 7.1 | 7.1.3 | 8.0 | 8.5 | 8.6 | 9.0 | 10.0 |
|---------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|------|
| FAC/CMC Support                                                           | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Device State Server                                                       | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| SuperProvider Functionality                                               | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Windows 2003 Support                                                      | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Directed PARK                                                             | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Forward on NoBandWidth and Unregister                                     | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| VoiceMailBox Support                                                      | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Privacy on Hold                                                           | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Hold Reversion (4.2.1.SR1)                                                | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Support for MLPP (4.2.2)                                                  | s   | s   | s   | s   | s   | M   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Conference Enhancement-Add Participants to Conf by Non-controller (4.2.2) | N   | N   | N   | N   | N   | s   | s   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Conference Chaining (4.2.2)                                               | N   | N   | N   | N   | N   | s   | s   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| CiscoRTPHandle Interface (4.2.2)                                          | N   | N   | N   | N   | N   | s   | s   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| CiscoTermRegistration FailedEv- New Error Code (4.2.3)                    | N   | N   | N   | s   | s   | M   | s   | M   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Network events                                                            | s   | s   | s   | s   | s   | s   | s   | M   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| BWC Enhancement                                                           | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Hairpin Support                                                           | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Unicode Support                                                           | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| SRTP support                                                              | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |

| JTAPI features                                                            | 3.1 | 3.2 | 3.3 | 4.0 | 4.1 | 4.2 | 4.3 | 5.0 | 5.1 | 6.0 | 6.1 | 7.0 | 7.1 | 7.1.3 | 8.0 | 8.5 | 8.6 | 9.0 | 10.0 |
|---------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|------|
| Partition Support                                                         | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Security (TLS) support                                                    | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Alternate Script Support                                                  | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| SIP Features Refer/Replaces                                               | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| SIP End Point Support                                                     | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Change Notification of SuperProvider and CallParkDN Monitoring capability | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| 3XX                                                                       | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Call Select Status                                                        | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| QoS support                                                               | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Linux and Solaris Installer                                               | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Intercom Support                                                          | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Secure Conferencing Support                                               | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Monitoring & Recording                                                    | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Arabic and Hebrew Language Support                                        | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Do-Not_Disturb Support                                                    | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Join AcrossLine (SCCP)                                                    | N   | N   | N   | N   | N   | N   | N   | s   | s   | N   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Certificate Download API Enhancement                                      | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Intercom Support for Extension Mobility                                   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| Join Across Line (SIP phone support)                                      | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |

| JTAPI features                                                              | 3.1 | 3.2 | 3.3 | 4.0 | 4.1 | 4.2 | 4.3 | 5.0 | 5.1 | 6.0 | 6.1 | 7.0 | 7.1 | 7.1.3 | 8.0 | 8.5 | 8.6 | 9.0 | 10.0 |
|-----------------------------------------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|------|
| Locale Infrastructure Enhancement                                           | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |
| DND-CallReject (DND-R)                                                      | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |
| Call Party Normalization (CPN)                                              | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |
| Click-To-Conference                                                         | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |
| IPv6 Support                                                                | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |
| Windows Vista Support                                                       | N   | N   | N   | N   | N   | s   | s   | s   | s   | s   | s   | s   | s   | s     | s   | s   | s   | s   | s    |
| EMLogin UserName API                                                        | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |
| SetJtapiProperties API on CiscoJTAPIPeer                                    | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s   | s     | s   | s   | s   | s   | s    |
| DropAnyParty from Conference                                                | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Swap/Cancel - Transfer/Conference Behavior Change                           | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Direct Transfer Across Lines                                                | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Park Monitoring enhancements                                                | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Assisted DPark                                                              | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Enhanced MWI                                                                | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Logical Partitioning                                                        | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Rollover Support (6921 and 7931)                                            | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s   | s     | s   | s   | s   | s   | s    |
| Address and Terminal Settings<br>(max calls, voice mail, busy trigger etc.) | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | s     | s   | s   | s   | s   | s    |

| JTAPI features                             | 3.1 | 3.2 | 3.3 | 4.0 | 4.1 | 4.2 | 4.3 | 5.0 | 5.1 | 6.0 | 6.1 | 7.0 | 7.1 | 7.1.3 | 8.0 | 8.5 | 8.6 | 9.0 | 10.0 |
|--------------------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|-----|-----|-----|-----|------|
| End to End Call Tracing                    | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | s   | s   | s   | s   | s    |
| Extension Mobility Cross Cluster           | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | s   | s   | s   | s   | s    |
| Hunt List Support                          | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | s   | s   | s   | s   | s    |
| Call Pickup Invocation                     | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | s   | s   | s   | s   | s    |
| External Call Control                      | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | s   | s   | s   | s   | s    |
| CallFwdAll Key Press Notification          | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | s   | s   | s   | s   | s    |
| Agent Greeting                             | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | s   | s   | s   | s    |
| Whisper Coaching                           | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | s   | s   | s   | s    |
| Agent Zip Tone                             | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | s   | s   | s   | s    |
| Early Offer (Session Manager)              | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | s   | s   | s   | s    |
| Single Sign On (SSO)                       | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | s   | s   | s   | s    |
| Energywise (Deep Sleep)                    | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | s   | s   | s   | s    |
| UCR 2008 / FIPS Compliance                 | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | s   | s   | s    |
| Windows 7 Support                          | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | s   | s   | s   | s    |
| 64-Bit Support                             | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | s   | s   | s    |
| Cisco Extend & Connect (CTI Remote Device) | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | N   | s   | s    |
| Recording Key Enhancement                  | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | N   | s   | s    |
| Native Queuing                             | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | N   | s   | s    |
| E911 Teleworker                            | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | N   | s   | s    |
| Cius Persistency                           | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | N   | s   | s    |
| CTI Video Support                          | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | N   | N   | s    |
| Gateway Recording                          | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N   | N     | N   | N   | N   | N   | s    |





# APPENDIX E

## CTI Supported Devices

The following table provides information about CTI supported devices.

You can see the latest list of Cisco CTI Supported Devices at <http://developer.cisco.com/web/jtapi/wikidocs>

- [CTI Supported Devices Table, on page 1773](#)

## CTI Supported Devices Table

Table legend:


✔: supported, ✘: not supported, NA: Not Applicable.

**Table 357: CTI Supported Device Matrix**

| Device/Phone model | SCCP | SIP | Comments                                                                                                                         |
|--------------------|------|-----|----------------------------------------------------------------------------------------------------------------------------------|
| Analog Phone       | ✔    | ✘   | You can find information on the limitations of this device in Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3) . |
| Cisco 30 SP+       | ✔    | ✘   | End of Software Maintenance Release 2001                                                                                         |
| Cisco 6901         | ✔    | ✔   | SIP devices require firmware update 9.1(1) available on Cisco.com                                                                |
| Cisco 6911         | ✔    | ✔   | SIP devices require firmware update 9.1(1) available on Cisco.com                                                                |
| Cisco 6921         | ✔    | ✔   | PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.                 |

| Device/Phone model   | SCCP | SIP | Comments                                                                                                                                 |
|----------------------|------|-----|------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco 6941           | ✓    | ✓   | PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.                         |
| Cisco 6945           | ✓    | ✓   | PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.                         |
| Cisco 6961           | ✓    | ✓   | PhoneSetDisplay() interface is not supported. SIP devices require firmware update 9.1(1) available on Cisco.com.                         |
| Cisco 7906           | ✓    | ✓   |                                                                                                                                          |
| Cisco 7911           | ✓    | ✓   |                                                                                                                                          |
| Cisco 7914 Sidecar   | ✓    | ✗   | End of Software Maintenance Release 2010                                                                                                 |
| Cisco 7915 Sidecar   | ✓    | ✓   |                                                                                                                                          |
| Cisco 7916 Sidecar   | ✓    | ✓   |                                                                                                                                          |
| Cisco CKEM Sidecar   | ✗    | ✓   |                                                                                                                                          |
| Cisco 7921           | ✓    | ✗   |                                                                                                                                          |
| Cisco 7925 & 7925-EX | ✓    | ✗   |                                                                                                                                          |
| Cisco 7931           | ✓    | ✗   | CTI supported only if rollover is disabled. Starting with release 7.1 this device is supported when corresponding role is added to user. |
| Cisco 7936           | ✓    | ✗   | End of Software Maintenance Release 2011                                                                                                 |
| Cisco 7937           | ✓    | ✗   |                                                                                                                                          |
| Cisco 7940           | ✓    | ✗   | End of Software Maintenance Release 2011                                                                                                 |
| Cisco 7941           | ✓    | ✓   |                                                                                                                                          |
| Cisco 7941G-GE       | ✓    | ✓   | End of Software Maintenance Release 2009                                                                                                 |

| Device/Phone model | SCCP | SIP | Comments                                                                                                                         |
|--------------------|------|-----|----------------------------------------------------------------------------------------------------------------------------------|
| Cisco 7942         | ✔    | ✔   |                                                                                                                                  |
| Cisco 7945         | ✔    | ✔   |                                                                                                                                  |
| Cisco 7960         | ✔    | ✘   | End of Software Maintenance Release 2011                                                                                         |
| Cisco 7961         | ✔    | ✔   |                                                                                                                                  |
| Cisco 7961G-GE     | ✔    | ✔   | End of Software Maintenance Release 2009                                                                                         |
| Cisco 7962         | ✔    | ✔   |                                                                                                                                  |
| Cisco 7965         | ✔    | ✔   |                                                                                                                                  |
| Cisco 7970         | ✔    | ✔   | End of Software Maintenance Release 2009                                                                                         |
| Cisco 7971         | ✔    | ✔   | End of Software Maintenance Release 2009                                                                                         |
| Cisco 7975         | ✔    | ✔   |                                                                                                                                  |
| Cisco 7985         | ✔    | ✘   | End of Software Maintenance Release 2011                                                                                         |
| Cisco 8811         | ✘    | ✔   | 8811 phones are CTI controlled                                                                                                   |
| Cisco 8941         | ✔    | ✘   |                                                                                                                                  |
| Cisco 8945         | ✔    | ✘   |                                                                                                                                  |
| Cisco 8961         | ✘    | ✔   | phoneSetDisplay() interface is not supported                                                                                     |
| Cisco 9951         | ✘    | ✔   | phoneSetDisplay() interface is not supported                                                                                     |
| Cisco 9971         | ✘    | ✔   | phoneSetDisplay() interface is not supported                                                                                     |
| Cisco ATA 186      | ✔    | ✘   | You can find information on the limitations of this device in Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3) . |

| Device/Phone model                                                                                          | SCCP                                                                               | SIP                                                                                | Comments                                                                                                                                                               |
|-------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Cisco Cius                                                                                                  |   |   | CTI support added in release 8.5(1)<br>phoneSetDisplay() interface is not supported<br>XSI interface is not supported.<br>Silent Monitoring/Recording is not supported |
| Cisco IP Communicator                                                                                       |   |   | CTI support added in release 7.1(2)                                                                                                                                    |
| Cisco Unified Personal Communicator - Softphone Mode                                                        |   |   | CTI support added in release 8.5(1)                                                                                                                                    |
| Cisco Unified Personal Communicator - Remote Desktop Control Mode                                           | —                                                                                  | —                                                                                  | Refer to the device model under remote control to determine CTI support.<br>Click-to-Answer requires device speakerphone support.                                      |
| Cisco Unified Communicator Integration for Microsoft Office Communicator/Lync - Softphone Mode              |  |  | CTI support added in release 8.5(2)                                                                                                                                    |
| Cisco Unified Communicator Integration for Microsoft Office Communicator/Lync - Remote Desktop Control Mode | —                                                                                  | —                                                                                  | Refer to the device model under remote control to determine CTI support.<br>Click-to-Answer requires device speakerphone support.                                      |
| Cisco Web Communicator for Quad - Softphone Mode                                                            | —                                                                                  | —                                                                                  | Not a CTI supported device.                                                                                                                                            |
| Cisco Web Communicator for Quad - Remote Desktop Control Mode                                               | —                                                                                  | —                                                                                  | Refer to the device model under remote control to determine CTI support.<br>Click-to-Answer requires device speakerphone support.                                      |
| Cisco Unified Communications Integration for Webex Connect - Softphone Mode                                 | —                                                                                  | —                                                                                  | Not a CTI supported device.                                                                                                                                            |

| Device/Phone model                                                                       | SCCP | SIP | Comments                                                                                                                          |
|------------------------------------------------------------------------------------------|------|-----|-----------------------------------------------------------------------------------------------------------------------------------|
| Cisco Unified Communications Integration for Webex Connect - Remote Desktop Control Mode | —    | —   | Refer to the device model under remote control to determine CTI support.<br>Click-to-Answer requires device speakerphone support. |
| Cisco VGC Phone                                                                          | ✔    | ✘   |                                                                                                                                   |
| VG224                                                                                    | —    | —   | Not a CTI supported device.                                                                                                       |
| VG248                                                                                    | ✔    | ✘   | You can find information on the limitations of this device in Cisco JTAPI Developer Guide for Cisco Unified CallManager 4.1(3) .  |
| CTI Port                                                                                 | —    | —   | CTI supported device that does not use SCCP or SIP.                                                                               |
| CTI Remote Device                                                                        | —    | —   | CTI supported device that does not use SCCP or SIP.                                                                               |
| CTI Route Point                                                                          | —    | —   | CTI supported device that does not use SCCP or SIP.                                                                               |
| CTI Route Point (Pilot Point)                                                            | —    | —   | CTI supported device that does not use SCCP or SIP.                                                                               |
| ISDN BRI Phone                                                                           | —    | —   | Not a CTI supported device.                                                                                                       |
| Cisco Spark remote device                                                                | —    | —   | Not supported by CTI                                                                                                              |





# APPENDIX **F**

## Constant Field Values

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This appendix lists the static final fields and their values.

- [com.cisco.\\*](#), on page 1779

### **com.cisco.\***

#### **CiscoAddrActivatedEv**

|                                                        |    |            |
|--------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrActivatedEv</b> |    |            |
| public static final int                                | ID | 1073741842 |

#### **CiscoAddrActivatedOnTerminalEv**

|                                                                  |    |            |
|------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrActivatedOnTerminalEv</b> |    |            |
| public static final int                                          | ID | 1073741844 |

#### **CiscoAddrAddedToTerminalEv**

|                                                              |    |            |
|--------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrAddedToTerminalEv</b> |    |            |
| public static final int                                      | ID | 1073750022 |

#### **CiscoAddrAutoAcceptStatusChangedEv**

|                                                                      |    |            |
|----------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrAutoAcceptStatusChangedEv</b> |    |            |
| public static final int                                              | ID | 1073750024 |

## CiscoAddrCreatedEv

| com.cisco.jtapi.extensions.CiscoAddrCreatedEv |    |            |
|-----------------------------------------------|----|------------|
| public static final int                       | ID | 1073750017 |

## CiscoAddress

| com.cisco.jtapi.extensions.CiscoAddress |                           |   |
|-----------------------------------------|---------------------------|---|
| public static final int                 | AUTO_RECORDING            | 1 |
| public static final int                 | AUTOACCEPT_OFF            | 0 |
| public static final int                 | AUTOACCEPT_ON             | 1 |
| public static final int                 | AUTOANSWER_OFF            | 0 |
| public static final int                 | AUTOANSWER_UNKNOWN        | 3 |
| public static final int                 | AUTOANSWER_WITHHEADSET    | 1 |
| public static final int                 | AUTOANSWER_WITHSPEAKERSET | 2 |
| public static final int                 | EXTERNAL                  | 2 |
| public static final int                 | EXTERNAL_UNKNOWN          | 3 |
| public static final int                 | IN_SERVICE                | 1 |
| public static final int                 | INTERNAL                  | 1 |
| public static final int                 | MONITORING_TARGET         | 5 |
| public static final int                 | NO_RECORDING              | 0 |
| public static final int                 | OUT_OF_SERVICE            | 0 |
| public static final int                 | RINGER_DEFAULT            | 0 |
| public static final int                 | RINGER_DISABLE            | 1 |
| public static final int                 | RINGER_ENABLE             | 2 |
| public static final int                 | SELECTIVE_RECORDING       | 2 |
| public static final int                 | UNKNOWN                   | 4 |



## CiscoAddrInServiceEv

|                                                        |    |            |
|--------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrInServiceEv</b> |    |            |
| public static final int                                | ID | 1073750018 |

## CiscoAddrIntercomInfoChangedEv

|                                                                  |    |            |
|------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrIntercomInfoChangedEv</b> |    |            |
| public static final int                                          | ID | 1073750025 |

## CiscoAddrIntercomInfoRestorationFailedEv

|                                                                            |    |            |
|----------------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrIntercomInfoRestorationFailedEv</b> |    |            |
| public static final int                                                    | ID | 1073750032 |

## CiscoAddrOutOfServiceEv

|                                                           |    |            |
|-----------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrOutOfServiceEv</b> |    |            |
| public static final int                                   | ID | 1073750019 |

## CiscoAddrRecordingConfigChangedEv

|                                                                     |    |            |
|---------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrRecordingConfigChangedEv</b> |    |            |
| public static final int                                             | ID | 1073750033 |

## CiscoAddrRemovedEv

|                                                      |    |            |
|------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrRemovedEv</b> |    |            |
| public static final int                              | ID | 1073750020 |

## CiscoAddrRemovedFromTerminalEv

|                                                                  |    |            |
|------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoAddrRemovedFromTerminalEv</b> |    |            |
| public static final int                                          | ID | 1073750023 |

## CiscoAddrRestrictedEv

| com.cisco.jtapi.extensions.CiscoAddrRestrictedEv |    |            |
|--------------------------------------------------|----|------------|
| public static final int                          | ID | 1073741840 |

## CiscoAddrRestrictedOnTerminalEv

| com.cisco.jtapi.extensions.CiscoAddrRestrictedOnTerminalEv |    |            |
|------------------------------------------------------------|----|------------|
| public static final int                                    | ID | 1073741845 |

## CiscoCall

| com.cisco.jtapi.extensions.CiscoCall |                                                     |     |
|--------------------------------------|-----------------------------------------------------|-----|
| public static final int              | CALL_RECORDING_TYPE_APPLICATION_INITIATED_SILENT    | 2   |
| public static final int              | CALL_RECORDING_TYPE_AUTOMATIC                       | 1   |
| public static final int              | CALL_RECORDING_TYPE_NONE                            | 0   |
| public static final int              | CALL_RECORDING_TYPE_USER_INITIATED_FROM_APPLICATION | 4   |
| public static final int              | CALL_RECORDING_TYPE_USER_INITIATED_FROM_DEVICE      | 3   |
| public static final int              | CALLSECURITY_AUTHENTICATED                          | 2   |
| public static final int              | CALLSECURITY_ENCRYPTED                              | 3   |
| public static final int              | CALLSECURITY_NOTAUTHENTICATED                       | 1   |
| public static final int              | CALLSECURITY_UNKNOWN                                | 0   |
| public static final int              | CFWD_ALL_CLEAR                                      | 128 |
| public static final int              | CFWD_ALL_NONE                                       | 0   |
| public static final int              | CFWD_ALL_SET                                        | 64  |
| public static final int              | FEATUREPRIORITY_EMERGENCY                           | 3   |
| public static final int              | FEATUREPRIORITY_NORMAL                              | 1   |
| public static final int              | FEATUREPRIORITY_URGENT                              | 2   |
| public static final int              | PLAYTONE_BOTHLOCALANDREMOTE                         | 2   |
| public static final int              | PLAYTONE_LOCALONLY                                  | 0   |
| public static final int              | PLAYTONE_NOLOCAL_OR_REMOTE                          | 3   |

| <b>com.cisco.jtapi.extensions.CiscoCall</b> |                     |   |
|---------------------------------------------|---------------------|---|
| public static final int                     | PLAYTONE_REMOTEONLY | 1 |
| public static final int                     | SILENT_MONITOR      | 1 |

## CiscoCallChangedEv

| <b>com.cisco.jtapi.extensions.CiscoCallChangedEv</b> |    |            |
|------------------------------------------------------|----|------------|
| public static final int                              | ID | 1073754120 |

## CiscoCallCtlTermConnHeldReversionEv

| <b>com.cisco.jtapi.extensions.CiscoCallCtlTermConnHeldReversionEv</b> |    |            |
|-----------------------------------------------------------------------|----|------------|
| public static final int                                               | ID | 1073762306 |

## CiscoCallEv

| <b>com.cisco.jtapi.extensions.CiscoCallEv</b> |                                  |          |
|-----------------------------------------------|----------------------------------|----------|
| public static final int                       | CAUSE_ACCESSINFORMATIONDISCARDED | 43       |
| public static final int                       | CAUSE_BARGE                      | 509      |
| public static final int                       | CAUSE_BCBPRESENTLYAVAIL          | 58       |
| public static final int                       | CAUSE_BCNAUTHORIZED              | 57       |
| public static final int                       | CAUSE_BEARERCAPNIMPL             | 65       |
| public static final int                       | CAUSE_CALLBEINGDELIVERED         | 7        |
| public static final int                       | CAUSE_CALLIDINUSE                | 84       |
| public static final int                       | CAUSE_CALLMANAGER_FAILURE        | 508      |
| public static final int                       | CAUSE_CALLREJECTED               | 21       |
| public static final int                       | CAUSE_CALLSPLIT                  | 393216   |
| public static final int                       | CAUSE_CHANTYPENIMPL              | 66       |
| public static final int                       | CAUSE_CHANUNACCEPTABLE           | 6        |
| public static final int                       | CAUSE_CTICCMSIP400BADREQUEST     | 16777257 |
| public static final int                       | CAUSE_CTICCMSIP401UNAUTHORIZED   | 33554453 |

| <b>com.cisco.jtapi.extensions.CiscoCallEv</b> |                                               |            |
|-----------------------------------------------|-----------------------------------------------|------------|
| public static final int                       | CAUSE_CTICCMSIP402PAYMENTREQUIRED             | 50331669   |
| public static final int                       | CAUSE_CTICCMSIP403FORBIDDEN                   | 67108885   |
| public static final int                       | CAUSE_CTICCMSIP404NOTFOUND                    | 83886081   |
| public static final int                       | CAUSE_CTICCMSIP405METHODNOTALLOWED            | 100663359  |
| public static final int                       | CAUSE_CTICCMSIP406NOTACCEPTABLE               | 117440591  |
| public static final int                       | CAUSE_CTICCMSIP407PROXYAUTHENTICATIONREQUIRED | 134217749  |
| public static final int                       | CAUSE_CTICCMSIP408REQUESTTIMEOUT              | 150995046  |
| public static final int                       | CAUSE_CTICCMSIP410GONE                        | 184549398  |
| public static final int                       | CAUSE_CTICCMSIP411LENGTHREQUIRED              | 201326719  |
| public static final int                       | CAUSE_CTICCMSIP413REQUESTENTITYTOOLONG        | 234881151  |
| public static final int                       | CAUSE_CTICCMSIP414REQUESTURITOO LONG          | 251658367  |
| public static final int                       | CAUSE_CTICCMSIP415UNSUPPORTEDMEDIATYPE        | 268435535  |
| public static final int                       | CAUSE_CTICCMSIP416UNSUPPORTEDURIScheme        | 285212799  |
| public static final int                       | CAUSE_CTICCMSIP420BADEXTENSION                | 352321663  |
| public static final int                       | CAUSE_CTICCMSIP421EXTENSTIONREQUIRED          | 369098879  |
| public static final int                       | CAUSE_CTICCMSIP423INTERVALTOOBRIEF            | 402653311  |
| public static final int                       | CAUSE_CTICCMSIP480TEMPORARILYUNAVAILABLE      | 1073741842 |
| public static final int                       | CAUSE_CTICCMSIP481CALLLEGDOESNOTEXIST         | 1090519081 |
| public static final int                       | CAUSE_CTICCMSIP482LOOPDETECTED                | 1107296281 |
| public static final int                       | CAUSE_CTICCMSIP483TOOMANYHOOPS                | 1124073497 |
| public static final int                       | CAUSE_CTICCMSIP484ADDRESSINCOMPLETE           | 1140850716 |
| public static final int                       | CAUSE_CTICCMSIP485AMBIGUOUS                   | 1157627905 |
| public static final int                       | CAUSE_CTICCMSIP486BUSYHERE                    | 1174405137 |
| public static final int                       | CAUSE_CTICCMSIP487REQUESTTERMINATED           | 1191182367 |
| public static final int                       | CAUSE_CTICCMSIP488NOTACCEPTABLEHERE           | 1207959583 |
| public static final int                       | CAUSE_CTICCMSIP491REQUESTPENDING              | 1258291217 |
| public static final int                       | CAUSE_CTICCMSIP493UNDECIPHERABLE              | 1291845649 |
| public static final int                       | CAUSE_CTICCMSIP500SERVERINTERNALERROR         | 1409286185 |

| <b>com.cisco.jtapi.extensions.CiscoCallEv</b> |                                          |             |
|-----------------------------------------------|------------------------------------------|-------------|
| public static final int                       | CAUSE_CTICCMSIP501NOTIMPLEMENTED         | 1426063439  |
| public static final int                       | CAUSE_CTICCMSIP502BADGATEWAY             | 1442840614  |
| public static final int                       | CAUSE_CTICCMSIP503SERVICEUNAVAILABLE     | 1459617833  |
| public static final int                       | CAUSE_CTICCMSIP504SERVERTIMEOUT          | 1476395110  |
| public static final int                       | CAUSE_CTICCMSIP505SIPVERSIONNOTSUPPORTED | 1493172351  |
| public static final int                       | CAUSE_CTICCMSIP513MESSAGETOOLARGE        | 1509949567  |
| public static final int                       | CAUSE_CTICCMSIP600BUSYEVERYWHERE         | -1593835503 |
| public static final int                       | CAUSE_CTICCMSIP603DECLINE                | -1577058283 |
| public static final int                       | CAUSE_CTICCMSIP604DOESNOTEXISTANYWHERE   | -1560281087 |
| public static final int                       | CAUSE_CTICCMSIP606NOTACCEPTABLE          | -1543503841 |
| public static final int                       | CAUSE_CTICONFERENCEFULL                  | 262144      |
| public static final int                       | CAUSE_CTIDEVICENOTPREEMPTABLE            | 123         |
| public static final int                       | CAUSE_CTIDROPCONFEREE                    | 458752      |
| public static final int                       | CAUSE_CTIMANAGER_FAILURE                 | 507         |
| public static final int                       | CAUSE_CTIPRECEDENCECALLBLOCKED           | 46          |
| public static final int                       | CAUSE_CTIPRECEDENCELEVELEXCEEDED         | 122         |
| public static final int                       | CAUSE_CTIPRECEDENCEOUTOFBANDWIDTH        | 129         |
| public static final int                       | CAUSE_CTIPREEMPTFORREUSE                 | 9           |
| public static final int                       | CAUSE_CTIPREEMPTNOREUSE                  | 8           |
| public static final int                       | CAUSE_DESTINATIONOUTOFORDER              | 27          |
| public static final int                       | CAUSE_DESTNUMMISSANDDCNOTSUB             | 90          |
| public static final int                       | CAUSE_DPARK                              | 512         |
| public static final int                       | CAUSE_DPARK_REMINDER                     | 514         |
| public static final int                       | CAUSE_DPARK_UNPARK                       | 513         |
| public static final int                       | CAUSE_EXCHANGEROUTINGERROR               | 25          |
| public static final int                       | CAUSE_FAC_CMC                            | 510         |
| public static final int                       | CAUSE_FACILITYREJECTED                   | 29          |
| public static final int                       | CAUSE_IDENTIFIEDCHANDDOESNOTEXIST        | 82          |

| <b>com.cisco.jtapi.extensions.CiscoCallEv</b> |                                 |     |
|-----------------------------------------------|---------------------------------|-----|
| public static final int                       | CAUSE_IENIMPL                   | 99  |
| public static final int                       | CAUSE_INBOUNDBLINDTRANSFER      | 505 |
| public static final int                       | CAUSE_INBOUNDCONFERENCE         | 504 |
| public static final int                       | CAUSE_INBOUNDTRANSFER           | 503 |
| public static final int                       | CAUSE_INCOMINGCALLBARRED        | 54  |
| public static final int                       | CAUSE_INCOMPATABLEDESTINATION   | 88  |
| public static final int                       | CAUSE_INTERWORKINGUNSPECIFIED   | 127 |
| public static final int                       | CAUSE_INVALIDCALLREFVALUE       | 81  |
| public static final int                       | CAUSE_INVALIDIECONTENTS         | 100 |
| public static final int                       | CAUSE_INVALIDMESSAGEUNSPECIFIED | 95  |
| public static final int                       | CAUSE_INVALIDNUMBERFORMAT       | 28  |
| public static final int                       | CAUSE_INVALIDTRANSITNETSEL      | 91  |
| public static final int                       | CAUSE_MANDATORYIEMISSING        | 96  |
| public static final int                       | CAUSE_MSGNCOMPATABLEWCS         | 101 |
| public static final int                       | CAUSE_MSGTYPENCOMPATWCS         | 98  |
| public static final int                       | CAUSE_MSGTYPENIMPL              | 97  |
| public static final int                       | CAUSE_NETOUTOFORDER             | 38  |
| public static final int                       | CAUSE_NOANSWERFROMUSER          | 19  |
| public static final int                       | CAUSE_NOCALLSUSPENDED           | 85  |
| public static final int                       | CAUSE_NOCIRCAVAIL               | 34  |
| public static final int                       | CAUSE_NOERROR                   | 0   |
| public static final int                       | CAUSE_NONSELECTEDUSERCLEARING   | 26  |
| public static final int                       | CAUSE_NORMALCALLCLEARING        | 16  |
| public static final int                       | CAUSE_NORMALUNSPECIFIED         | 31  |
| public static final int                       | CAUSE_NOROUTETODDESTINATION     | 3   |
| public static final int                       | CAUSE_NOROUTETOTRANSITNET       | 2   |
| public static final int                       | CAUSE_NOUSERRESPONDING          | 18  |
| public static final int                       | CAUSE_NUMBERCHANGED             | 22  |

| <b>com.cisco.jtapi.extensions.CiscoCallEv</b> |                                    |     |
|-----------------------------------------------|------------------------------------|-----|
| public static final int                       | CAUSE_ONLYRDIVEARERCAVAIL          | 70  |
| public static final int                       | CAUSE_OUTBOUNDCONFERENCE           | 502 |
| public static final int                       | CAUSE_OUTBOUNDTRANSFER             | 501 |
| public static final int                       | CAUSE_OUTOFBANDWIDTH               | 125 |
| public static final int                       | CAUSE_PROTOCOLERRORUNSPECIFIED     | 111 |
| public static final int                       | CAUSE_QSIG_PR                      | 511 |
| public static final int                       | CAUSE_QUALOFSERVNAVAIL             | 49  |
| public static final int                       | CAUSE_QUIET_CLEAR                  | 515 |
| public static final int                       | CAUSE_RECOVERYONTIMEREXPIRY        | 102 |
| public static final int                       | CAUSE_REDIRECTED                   | 200 |
| public static final int                       | CAUSE_REQCALLIDHASBEENCLEARED      | 86  |
| public static final int                       | CAUSE_REQCIRCNAIL                  | 44  |
| public static final int                       | CAUSE_REQFACILITYNIMPL             | 69  |
| public static final int                       | CAUSE_REQFACILITYNOTSUBSCRIBED     | 50  |
| public static final int                       | CAUSE_RESOURCESNAVAIL              | 47  |
| public static final int                       | CAUSE_RESPONSETOSTATUSENQUIRY      | 30  |
| public static final int                       | CAUSE_SERVNOTAVAILUNSPECIFIED      | 63  |
| public static final int                       | CAUSE_SERVOPERATIONVIOLATED        | 53  |
| public static final int                       | CAUSE_SERVOROPTNAVAILORIMPL        | 79  |
| public static final int                       | CAUSE_SUBSCRIBERABSENT             | 20  |
| public static final int                       | CAUSE_SUSPCALLBUTNOTTHISONE        | 83  |
| public static final int                       | CAUSE_SWITCHINGEQUIPMENTCONGESTION | 42  |
| public static final int                       | CAUSE_TEMPORARYFAILURE             | 41  |
| public static final int                       | CAUSE_UNALLOCATEDNUMBER            | 1   |
| public static final int                       | CAUSE_USERBUSY                     | 17  |

## CiscoCallSecurityStatusChangedEv

|                                                                    |    |            |
|--------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoCallSecurityStatusChangedEv</b> |    |            |
| public static final int                                            | ID | 1073754129 |

## CiscoConferenceChainAddedEv

|                                                               |    |            |
|---------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoConferenceChainAddedEv</b> |    |            |
| public static final int                                       | ID | 1073754121 |

## CiscoConferenceChainRemovedEv

|                                                                 |    |            |
|-----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoConferenceChainRemovedEv</b> |    |            |
| public static final int                                         | ID | 1073754128 |

## CiscoConferenceEndEv

|                                                        |    |            |
|--------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoConferenceEndEv</b> |    |            |
| public static final int                                | ID | 1073754114 |

## CiscoConferenceStartEv

|                                                          |    |            |
|----------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoConferenceStartEv</b> |    |            |
| public static final int                                  | ID | 1073754115 |

## CiscoConnection

|                                                   |                                              |   |
|---------------------------------------------------|----------------------------------------------|---|
| <b>com.cisco.jtapi.extensions.CiscoConnection</b> |                                              |   |
| public static final int                           | ADDRESS_SEARCH_SPACE                         | 2 |
| public static final int                           | CALLED_ADDRESS_DEFAULT                       | 0 |
| public static final int                           | CALLED_ADDRESS_SET_TO_PREFERRED_CALLED_PARTY | 2 |
| public static final int                           | CALLED_ADDRESS_SET_TO_REDIRECT_DESTINATION   | 1 |
| public static final int                           | CALLED_ADDRESS_UNCHANGED                     | 0 |



| <b>com.cisco.jtapi.extensions.CiscoConnection</b> |                             |    |
|---------------------------------------------------|-----------------------------|----|
| public static final int                           | CALLINGADDRESS_SEARCH_SPACE | 1  |
| public static final int                           | DEFAULT_SEARCH_SPACE        | 0  |
| public static final int                           | REASON_DIRECTCALL           | 1  |
| public static final int                           | REASON_FORWARDALL           | 5  |
| public static final int                           | REASON_FORWARDBUSY          | 4  |
| public static final int                           | REASON_FORWARDNOANSWER      | 3  |
| public static final int                           | REASON_OUTBOUND             | 99 |
| public static final int                           | REASON_REDIRECT             | 6  |
| public static final int                           | REASON_TRANSFERREDCALL      | 2  |
| public static final int                           | REDIRECT_DROP_ON_FAILURE    | 1  |
| public static final int                           | REDIRECT_NORMAL             | 2  |

## CiscoConnectionUniqueIDChangedEv

| <b>com.cisco.jtapi.extensions.CiscoConsultCallActiveEv</b> |    |            |
|------------------------------------------------------------|----|------------|
| public static final int                                    | ID | 1073754116 |

## CiscoConsultCallActiveEv

| <b>com.cisco.jtapi.extensions.CiscoConsultCallActiveEv</b> |    |            |
|------------------------------------------------------------|----|------------|
| public static final int                                    | ID | 1073754116 |

## CiscoFeatureReason

| <b>com.cisco.jtapi.extensions.CiscoFeatureReason</b> |                            |    |
|------------------------------------------------------|----------------------------|----|
| public static final int                              | REASON_BARGE               | 20 |
| public static final int                              | REASON_BLINDTRANSFER       | 7  |
| public static final int                              | REASON_CALLPICKUP          | 11 |
| public static final int                              | REASON_CCM_REDIRECTION     | 26 |
| public static final int                              | REASON_CLICK_TO_CONFERENCE | 39 |

| <b>com.cisco.jtapi.extensions.CiscoFeatureReason</b> |                            |    |
|------------------------------------------------------|----------------------------|----|
| public static final int                              | REASON_CONFERENCE          | 9  |
| public static final int                              | REASON_DPARK_CALLPARK      | 27 |
| public static final int                              | REASON_DPARK_REVERSION     | 28 |
| public static final int                              | REASON_DPARK_UNPARK        | 29 |
| public static final int                              | REASON_FAC_CMC             | 22 |
| public static final int                              | REASON_FORWARDALL          | 5  |
| public static final int                              | REASON_FORWARDBUSY         | 4  |
| public static final int                              | REASON_FORWARDNOANSWER     | 3  |
| public static final int                              | REASON_IMMEDIATE           | 21 |
| public static final int                              | REASON_MOBILITY            | 33 |
| public static final int                              | REASON_MOBILITY_CELLPICKUP | 35 |
| public static final int                              | REASON_MOBILITY_FOLLOWME   | 38 |
| public static final int                              | REASON_MOBILITY_HANDIN     | 36 |
| public static final int                              | REASON_MOBILITY_HANDOUT    | 37 |
| public static final int                              | REASON_MOBILITY_IVR        | 34 |
| public static final int                              | REASON_NORMAL              | 12 |
| public static final int                              | REASON_PARK                | 10 |
| public static final int                              | REASON_PARKREMAINDER       | 15 |
| public static final int                              | REASON_PARKREMINDER        | 15 |
| public static final int                              | REASON_QSIG_PR             | 23 |
| public static final int                              | REASON_REDIRECT            | 6  |
| public static final int                              | REASON_REFERER             | 24 |
| public static final int                              | REASON_REPLACE             | 25 |
| public static final int                              | REASON_SILENTMONITORING    | 31 |
| public static final int                              | REASON_TRANSFER            | 2  |
| public static final int                              | REASON_UNPARK              | 16 |

## CiscoG711MediaCapability

| <b>com.cisco.jtapi.extensions.CiscoG711MediaCapability</b> |                                     |    |
|------------------------------------------------------------|-------------------------------------|----|
| public static final int                                    | FRAMESIZE_SIXTY_MILLISECOND_PACKET  | 60 |
| public static final int                                    | FRAMESIZE_THIRTY_MILLISECOND_PACKET | 30 |
| public static final int                                    | FRAMESIZE_TWENTY_MILLISECOND_PACKET | 20 |

## CiscoG723MediaCapability

| <b>com.cisco.jtapi.extensions.CiscoG723MediaCapability</b> |                                     |    |
|------------------------------------------------------------|-------------------------------------|----|
| public static final int                                    | FRAMESIZE_SIXTY_MILLISECOND_PACKET  | 60 |
| public static final int                                    | FRAMESIZE_THIRTY_MILLISECOND_PACKET | 30 |
| public static final int                                    | FRAMESIZE_TWENTY_MILLISECOND_PACKET | 20 |

## CiscoG729MediaCapability

| <b>com.cisco.jtapi.extensions.CiscoG729MediaCapability</b> |                                     |    |
|------------------------------------------------------------|-------------------------------------|----|
| public static final int                                    | FRAMESIZE_SIXTY_MILLISECOND_PACKET  | 60 |
| public static final int                                    | FRAMESIZE_THIRTY_MILLISECOND_PACKET | 30 |
| public static final int                                    | FRAMESIZE_TWENTY_MILLISECOND_PACKET | 20 |

## CiscoGSMMediaCapability

| <b>com.cisco.jtapi.extensions.CiscoGSMMediaCapability</b> |                                     |    |
|-----------------------------------------------------------|-------------------------------------|----|
| public static final int                                   | FRAMESIZE_EIGHTY_MILLISECOND_PACKET | 80 |

## CiscoJtapiException

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                          |             |
|-------------------------------------------------------|--------------------------|-------------|
| public static final int                               | ASSOCIATED_LINE_NOT_OPEN | -1932787685 |
| public static final int                               | CALL_ALREADY_EXISTS      | -1932787705 |
| public static final int                               | CALL_DROPPED             | -1932787564 |

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                                                |             |
|-------------------------------------------------------|------------------------------------------------|-------------|
| public static final int                               | CALLHANDLE_NOTINCOMINGCALL                     | -1932787702 |
| public static final int                               | CALLHANDLE_UNKNOWN_TO_LINECONTROL              | -1932787644 |
| public static final int                               | CANNOT_OPEN_DEVICE                             | -1932787647 |
| public static final int                               | CANNOT_TERMINATE_MEDIA_ON_PHONE                | -1932787690 |
| public static final int                               | CFWDALL_ALREADY_SET                            | -1932787597 |
| public static final int                               | CFWDALL_DESTN_INVALID                          | -1932787596 |
| public static final int                               | CLUSTER_LINK_FAILURE                           | -1932787612 |
| public static final int                               | COMMAND_NOT_IMPLEMENTED_ON_DEVICE              | -1932787559 |
| public static final int                               | CONFERENCE_ALREADY_PRESENT                     | -1932787588 |
| public static final int                               | CONFERENCE_FAILED                              | -1932787590 |
| public static final int                               | CONFERENCE_FULL                                | -1932787642 |
| public static final int                               | CONFERENCE_INACTIVE                            | -1932787587 |
| public static final int                               | CONFERENCE_INVALID_PARTICIPANT                 | -1932787589 |
| public static final int                               | CTIERR_ACCESS_TO_DEVICE_DENIED                 | -1932787688 |
| public static final int                               | CTIERR_APP_SOFTKEYS_ALREADY_CONTROLLED         | -1932787679 |
| public static final int                               | CTIERR_APPLICATION_DATA_SIZE_EXCEEDED          | -1932787675 |
| public static final int                               | CTIERR_BIB_NOT_CONFIGURED                      | -1932787476 |
| public static final int                               | CTIERR_BIB_RESOURCE_NOT_AVAILABLE              | -1932787489 |
| public static final int                               | CTIERR_CALL_MANAGER_NOT_AVAILABLE              | -1932787689 |
| public static final int                               | CTIERR_CALL_NOT_EXISTED                        | -1932787533 |
| public static final int                               | CTIERR_CALL_PARK_NO_DN                         | -1932787579 |
| public static final int                               | CTIERR_CALL_REQUEST_ALREADY_OUTSTANDING        | -1932787577 |
| public static final int                               | CTIERR_CALL_UNPARK_FAILED                      | -1932787583 |
| public static final int                               | CTIERR_CAPABILITIES_DO_NOT_MATCH               | -1932787518 |
| public static final int                               | CTIERR_CLOSE_DELAY_NOT_SUPPORTED_WITH_REG_TYPE | -1932787673 |
| public static final int                               | CTIERR_CONFERENCE_ALREADY_EXISTED              | -1932787535 |
| public static final int                               | CTIERR_CONFERENCE_NOT_EXISTED                  | -1932787534 |
| public static final int                               | CTIERR_CONNECTION_ON_INVALID_PORT              | -1932787503 |

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                                                           |             |
|-------------------------------------------------------|-----------------------------------------------------------|-------------|
| public static final int                               | CTIERR_CONSULT_CALL_FAILURE                               | -1932787576 |
| public static final int                               | CTIERR_CONSULTCALL_ALREADY_OUTSTANDING                    | -1932787640 |
| public static final int                               | CTIERR_CRYPTOCAPABILITY_MISMATCH                          | -1932787500 |
| public static final int                               | CTIERR_CTIHANDLER_PROCESS_CREATION_FAILED                 | -1932787515 |
| public static final int                               | CTIERR_DB_INITIALIZATION_ERROR                            | -1932787494 |
| public static final int                               | CTIERR_DEVICE_ALREADY_OPENED                              | -1932787552 |
| public static final int                               | CTIERR_DEVICE_ALREADY_REGISTERED_NONEXTEND                | 0X8CCC0127  |
| public static final int                               | CTIERR_DEVICE_NOT_OPENED_YET                              | -1932787551 |
| public static final int                               | CTIERR_DEVICE_OWNER_ALIVE_TIMER_STARTED                   | -1932787517 |
| public static final int                               | CTIERR_DEVICE_REGISTRATION_FAILED_NOT_SUPPORTED_MEDIATYPE | -1932787490 |
| public static final int                               | CTIERR_DEVICE_RESTRICTED                                  | -1932787502 |
| public static final int                               | CTIERR_DEVICE_SHUTTING_DOWN                               | -1932787558 |
| public static final int                               | CTIERR_DIRECTORY_LOGIN_TIMEOUT                            | -1932787595 |
| public static final int                               | CTIERR_DUPLICATE_CALL_REFERENCE                           | -1932787529 |
| public static final int                               | CTIERR_DUPLICATE_REMOTE_DESTINATION_NUMBER                | 0X8CCC0122  |
| public static final int                               | CTIERR_DYNREG_IPADDRMODE_MISMATCH                         | -1932787468 |
| public static final int                               | CTIERR_ENDUSER_NOT_ASSOCIATED_WITH_DEVICE                 | 0X8CCC0126  |
| public static final int                               | CTIERR_FAC_CMC_REASON_CMC_INVALID                         | -1932787506 |
| public static final int                               | CTIERR_FAC_CMC_REASON_CMC_NEEDED                          | -1932787509 |
| public static final int                               | CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED                      | -1932787508 |
| public static final int                               | CTIERR_FAC_CMC_REASON_FAC_INVALID                         | -1932787507 |
| public static final int                               | CTIERR_FAC_CMC_REASON_FAC_NEEDED                          | -1932787510 |
| public static final int                               | CTIERR_FEATURE_ALREADY_REGISTERED                         | -1932787575 |
| public static final int                               | CTIERR_FEATURE_DATA_REJECT                                | -1932787565 |
| public static final int                               | CTIERR_FEATURE_SELECT_FAILED                              | -1932787514 |
| public static final int                               | CTIERR_ILLEGAL_DEVICE_TYPE                                | -1932787578 |
| public static final int                               | CTIERR_INCOMPATIBLE_AUTOINSTALL_PROTOCOL_VERSION          | -1932787629 |
| public static final int                               | CTIERR_INCORRECT_MEDIA_CAPABILITY                         | -1932787560 |

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                                              |             |
|-------------------------------------------------------|----------------------------------------------|-------------|
| public static final int                               | CTIERR_INFORMATION_NOT_AVAILABLE             | -1932787677 |
| public static final int                               | CTIERR_INTERCOM_SPEEDDIAL_ALREADY_CONFIGURED | -1932787475 |
| public static final int                               | CTIERR_INTERCOM_SPEEDDIAL_ALREADY_SET        | -1932787493 |
| public static final int                               | CTIERR_INTERCOM_SPEEDDIAL_DESTN_INVALID      | -1932787492 |
| public static final int                               | CTIERR_INTERCOM_TALKBACK_ALREADY_PENDING     | -1932787474 |
| public static final int                               | CTIERR_INTERCOM_TALKBACK_FAILURE             | -1932787491 |
| public static final int                               | CTIERR_INTERNAL_FAILURE                      | -1932787568 |
| public static final int                               | CTIERR_INVALID_CALLID                        | -1932787487 |
| public static final int                               | CTIERR_INVALID_DEVICE_NAME                   | -1932787678 |
| public static final int                               | CTIERR_INVALID_DTMFDIGITS                    | -1932787561 |
| public static final int                               | CTIERR_INVALID_FILTER_SIZE                   | -1932787625 |
| public static final int                               | CTIERR_INVALID_MEDIA_DEVICE                  | -1932787674 |
| public static final int                               | CTIERR_INVALID_MEDIA_PARAMETER               | -1932787554 |
| public static final int                               | CTIERR_INVALID_MEDIA_PROCESS                 | -1932787519 |
| public static final int                               | CTIERR_INVALID_MEDIA_RESOURCE_ID             | -1932787557 |
| public static final int                               | CTIERR_INVALID_MESSAGE_HEADER_INFO           | -1932787627 |
| public static final int                               | CTIERR_INVALID_MESSAGE_LENGTH                | -1932787628 |
| public static final int                               | CTIERR_INVALID_MONITOR_DESTN                 | -1932787486 |
| public static final int                               | CTIERR_INVALID_MONITOR_DN_TYPE               | -1932787580 |
| public static final int                               | CTIERR_INVALID_MONITORMODE                   | -1932787473 |
| public static final int                               | CTIERR_INVALID_PARAMETER                     | -1932787532 |
| public static final int                               | CTIERR_INVALID_PARK_DN                       | -1932787582 |
| public static final int                               | CTIERR_INVALID_PARK_REGISTRATION_HANDLE      | -1932787581 |
| public static final int                               | CTIERR_INVALID_REMOTE_DESTINATION_NAME       | 0X8CCC0130  |
| public static final int                               | CTIERR_INVALID_REMOTE_DESTINATION_NUMBER     | 0X8CCC0121  |
| public static final int                               | CTIERR_INVALID_RESOURCE_TYPE                 | -1932787530 |
| public static final int                               | CTIERR_IPADDRMODE_MISMATCH                   | -1932787469 |
| public static final int                               | CTIERR_LINE_OUT_OF_SERVICE                   | -1932787594 |

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                                           |             |
|-------------------------------------------------------|-------------------------------------------|-------------|
| public static final int                               | CTIERR_LINE_RESTRICTED                    | -1932787501 |
| public static final int                               | CTIERR_MAXCALL_LIMIT_REACHED              | -1932787516 |
| public static final int                               | CTIERR_MEDIA_ALREADY_TERMINATED_DYNAMIC   | -1932787548 |
| public static final int                               | CTIERR_MEDIA_ALREADY_TERMINATED_EXTEND    | 0X8CCC0128  |
| public static final int                               | CTIERR_MEDIA_ALREADY_TERMINATED_NONE      | -1932787550 |
| public static final int                               | CTIERR_MEDIA_ALREADY_TERMINATED_STATIC    | -1932787549 |
| public static final int                               | CTIERR_MEDIA_CAPABILITY_MISMATCH          | -1932787553 |
| public static final int                               | CTIERR_MEDIA_RESOURCE_NAME_SIZE_EXCEEDED  | -1932787676 |
| public static final int                               | CTIERR_MEDIAREGISTRATIONTYPE_DO_NOT_MATCH | -1932787567 |
| public static final int                               | CTIERR_MESSAGE_TOO_BIG                    | -1932787626 |
| public static final int                               | CTIERR_MORE_ACTIVE_CALLS_THAN_RESERVED    | -1932787531 |
| public static final int                               | CTIERR_NO_EXISTING_CALLS                  | -1932787512 |
| public static final int                               | CTIERR_NO_EXISTING_CONFERENCE             | -1932787527 |
| public static final int                               | CTIERR_NO_RECORDING_SESSION               | -1932787479 |
| public static final int                               | CTIERR_NO_RESPONSE_FROM_MP                | -1932787526 |
| public static final int                               | CTIERR_NOT_PRESERVED_CALL                 | -1932787528 |
| public static final int                               | CTIERR_OPERATION_FAILED_QUIETCLEAR        | -1932787566 |
| public static final int                               | CTIERR_OPERATION_NOT_ALLOWED              | -1932787555 |
| public static final int                               | CTIERR_OUT_OF_BANDWIDTH                   | -1932787498 |
| public static final int                               | CTIERR_OWNER_NOT_ALIVE                    | -1932787547 |
| public static final int                               | CTIERR_PENDING_ACCEPT_OR_ANSWER_REQUEST   | -1932787520 |
| public static final int                               | CTIERR_PENDING_START_MONITORING_REQUEST   | -1932787485 |
| public static final int                               | CTIERR_PENDING_START_RECORDING_REQUEST    | -1932787483 |
| public static final int                               | CTIERR_PENDING_STOP_RECORDING_REQUEST     | -1932787482 |
| public static final int                               | CTIERR_PRIMARY_CALL_INVALID               | -1932787471 |
| public static final int                               | CTIERR_PRIMARY_CALL_STATE_INVALID         | -1932787470 |
| public static final int                               | CTIERR_RECORDING_ALREADY_INPROGRESS       | -1932787480 |
| public static final int                               | CTIERR_RECORDING_CONFIG_NOT_MATCHING      | -1932787477 |

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                                                       |             |
|-------------------------------------------------------|-------------------------------------------------------|-------------|
| public static final int                               | CTIERR_RECORDING_SESSION_INACTIVE                     | -1932787478 |
| public static final int                               | CTIERR_REDIRECT_UNAUTHORIZED_COMMAND_USAGE            | -1932787513 |
| public static final int                               | CTIERR_REGISTER_FEATURE_ACTIVATION_FAILED             | -1932787585 |
| public static final int                               | CTIERR_REGISTER_FEATURE_APP_ALREADY_REGISTERED        | -1932787523 |
| public static final int                               | CTIERR_REGISTER_FEATURE_PROVIDER_NOT_REGISTERED       | -1932787524 |
| public static final int                               | CTIERR_REMOTE_DEVICE_REQUEST_FAILED_ACTIVE_RD_NOT_SET | 0X8CCC0124  |
| public static final int                               | CTIERR_REMOTEDESTINATION_LIMIT_EXCEEDED               | 0X8CCC0123  |
| public static final int                               | CTIERR_RESOURCE_NOT_AVAILABLE                         | -1932787536 |
| public static final int                               | CTIERR_START_MONITORING_FAILED                        | -1932787484 |
| public static final int                               | CTIERR_START_RECORDING_FAILED                         | -1932787481 |
| public static final int                               | CTIERR_STATION_SHUT_DOWN                              | -1932787574 |
| public static final int                               | CTIERR_SYSTEM_ERROR                                   | -1932787525 |
| public static final int                               | CTIERR_UDP_PASS_THROUGH_NOT_SUPPORTED                 | -1932787638 |
| public static final int                               | CTIERR_UNKNOWN_EXCEPTION                              | -1932787556 |
| public static final int                               | CTIERR_UNSUPPORTED_CALL_PARK_TYPE                     | -1932787584 |
| public static final int                               | CTIERR_UNSUPPORTED_CFWD_TYPE                          | -1932787511 |
| public static final int                               | CTIERR_USER_NOT_AUTH_FOR_SECURITY                     | -1932787504 |
| public static final int                               | DARES_INVALID_REQ_TYPE                                | -1932787591 |
| public static final int                               | DATA_SIZE_LIMIT_EXCEEDED                              | -1932787681 |
| public static final int                               | DB_ERROR                                              | -1932787691 |
| public static final int                               | DB_ILLEGAL_DEVICE_TYPE                                | -1932787692 |
| public static final int                               | DB_NO_MORE_DEVICES                                    | -1932787694 |
| public static final int                               | DESTINATION_BUSY                                      | -1897005054 |
| public static final int                               | DESTINATION_UNKNOWN                                   | -1897005055 |
| public static final int                               | DEVICE_ALREADY_REGISTERED                             | -1932787693 |
| public static final int                               | DEVICE_NOT_OPEN                                       | -1932787686 |
| public static final int                               | DEVICE_OUT_OF_SERVICE                                 | -1932787593 |
| public static final int                               | DIGIT_GENERATION_ALREADY_IN_PROGRESS                  | -1932787610 |



| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                                       |             |
|-------------------------------------------------------|---------------------------------------|-------------|
| public static final int                               | DIGIT_GENERATION_CALLSTATE_CHANGED    | -1932787607 |
| public static final int                               | DIGIT_GENERATION_WRONG_CALL_HANDLE    | -1932787609 |
| public static final int                               | DIGIT_GENERATION_WRONG_CALL_STATE     | -1932787608 |
| public static final int                               | DIRECTORY_LOGIN_FAILED                | -1932787616 |
| public static final int                               | DIRECTORY_LOGIN_NOT_ALLOWED           | -1932787617 |
| public static final int                               | DIRECTORY_TEMPORARY_UNAVAILABLE       | -1932787618 |
| public static final int                               | EXISTING_FIRSTPARTY                   | -1932787709 |
| public static final int                               | HOLDFAILED                            | -1932787697 |
| public static final int                               | ILLEGAL_CALLINGPARTY                  | -1932787706 |
| public static final int                               | ILLEGAL_CALLSTATE                     | -1932787703 |
| public static final int                               | ILLEGAL_HANDLE                        | -1932787708 |
| public static final int                               | ILLEGAL_MESSAGE_FORMAT                | -1932787630 |
| public static final int                               | INCOMPATIBLE_PROTOCOL_VERSION         | -1932787632 |
| public static final int                               | INVALID_LINE_HANDLE                   | -1932787599 |
| public static final int                               | INVALID_RING_OPTION                   | -1932787680 |
| public static final int                               | LINE_GREATER_THAN_MAX_LINE            | -1932787606 |
| public static final int                               | LINE_INFO_DOES_NOT_EXIST              | -1932787611 |
| public static final int                               | LINE_NOT_PRIMARY                      | -1932787598 |
| public static final int                               | LINECONTROL_FAILURE                   | -1932787704 |
| public static final int                               | MAX_NUMBER_OF_CTI_CONNECTIONS_REACHED | -1932787641 |
| public static final int                               | MSGWAITING_DESTN_INVALID              | -1932787592 |
| public static final int                               | NO_ACTIVE_DEVICE_FOR_THIRDPARTY       | -1932787710 |
| public static final int                               | NO_CONFERENCE_BRIDGE                  | -1932787639 |
| public static final int                               | NOT_INITIALIZED                       | -1932787613 |
| public static final int                               | PROTOCOL_TIMEOUT                      | -1091584273 |
| public static final int                               | PROVIDER_ALREADY_OPEN                 | -1932787614 |
| public static final int                               | PROVIDER_CLOSED                       | -559038737  |
| public static final int                               | PROVIDER_NOT_OPEN                     | -1932787615 |

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                                            |             |
|-------------------------------------------------------|--------------------------------------------|-------------|
| public static final int                               | REDIRECT_CALL_CALL_TABLE_FULL              | -1932787662 |
| public static final int                               | REDIRECT_CALL_DESTINATION_BUSY             | -1932787649 |
| public static final int                               | REDIRECT_CALL_DESTINATION_OUT_OF_ORDER     | -1932787648 |
| public static final int                               | REDIRECT_CALL_DIGIT_ANALYSIS_TIMEOUT       | -1932787659 |
| public static final int                               | REDIRECT_CALL_DOES_NOT_EXIST               | -1932787683 |
| public static final int                               | REDIRECT_CALL_INCOMPATIBLE_STATE           | -1932787654 |
| public static final int                               | REDIRECT_CALL_MEDIA_CONNECTION_FAILED      | -1932787658 |
| public static final int                               | REDIRECT_CALL_NORMAL_CLEARING              | -1932787651 |
| public static final int                               | REDIRECT_CALL_ORIGINATOR_ABANDONED         | -1932787656 |
| public static final int                               | REDIRECT_CALL_PARTY_TABLE_FULL             | -1932787657 |
| public static final int                               | REDIRECT_CALL_PENDING_REDIRECT_TRANSACTION | -1932787653 |
| public static final int                               | REDIRECT_CALL_PROTOCOL_ERROR               | -1932787661 |
| public static final int                               | REDIRECT_CALL_UNKNOWN_DESTINATION          | -1932787660 |
| public static final int                               | REDIRECT_CALL_UNKNOWN_ERROR                | -1932787652 |
| public static final int                               | REDIRECT_CALL_UNKNOWN_PARTY                | -1932787655 |
| public static final int                               | REDIRECT_CALL_UNRECOGNIZED_MANAGER         | -1932787650 |
| public static final int                               | REDIRECT_CALLINFO_ERR                      | -1932787664 |
| public static final int                               | REDIRECT_ERR                               | -1932787663 |
| public static final int                               | RETRIEVEFAILED                             | -1932787695 |
| public static final int                               | RETRIEVEFAILED_ACTIVE_CALL_ON_LINE         | -1932787600 |
| public static final int                               | SSAPI_NOT_REGISTERED                       | -1932787684 |
| public static final int                               | TIMEOUT                                    | -1932787711 |
| public static final int                               | TRANSFER_INACTIVE                          | -1932787586 |
| public static final int                               | TRANSFERFAILED                             | -1932787698 |
| public static final int                               | TRANSFERFAILED_CALLCONTROL_TIMEOUT         | -1932787645 |
| public static final int                               | TRANSFERFAILED_DESTINATION_BUSY            | -1932787699 |
| public static final int                               | TRANSFERFAILED_DESTINATION_UNALLOCATED     | -1932787701 |
| public static final int                               | TRANSFERFAILED_OUTSTANDING_TRANSFER        | -1932787646 |

| <b>com.cisco.jtapi.extensions.CiscoJtapiException</b> |                            |             |
|-------------------------------------------------------|----------------------------|-------------|
| public static final int                               | UNDEFINED_LINE             | -1932787707 |
| public static final int                               | UNKNOWN_GLOBAL_CALL_HANDLE | -1932787687 |
| public static final int                               | UNRECOGNIZABLE_PDU         | -1932787631 |
| public static final int                               | UNSPECIFIED                | 0           |

## CiscoLocales

| <b>com.cisco.jtapi.extensions.CiscoLocales</b> |                                    |    |
|------------------------------------------------|------------------------------------|----|
| public static final int                        | LOCALE_ARABIC_ALGERIA              | 47 |
| public static final int                        | LOCALE_ARABIC_BAHRAIN              | 48 |
| public static final int                        | LOCALE_ARABIC_EGYPT                | 49 |
| public static final int                        | LOCALE_ARABIC_IRAQ                 | 50 |
| public static final int                        | LOCALE_ARABIC_JORDAN               | 51 |
| public static final int                        | LOCALE_ARABIC_KUWAIT               | 38 |
| public static final int                        | LOCALE_ARABIC_LEBANON              | 52 |
| public static final int                        | LOCALE_ARABIC_MOROCCO              | 53 |
| public static final int                        | LOCALE_ARABIC_OMAN                 | 36 |
| public static final int                        | LOCALE_ARABIC_QATAR                | 54 |
| public static final int                        | LOCALE_ARABIC_SAUDI_ARABIA         | 37 |
| public static final int                        | LOCALE_ARABIC_TUNISIA              | 55 |
| public static final int                        | LOCALE_ARABIC_UNITED_ARAB_EMIRATES | 35 |
| public static final int                        | LOCALE_ARABIC_YEMEN                | 56 |
| public static final int                        | LOCALE_BULGARIAN_BULGARIA          | 27 |
| public static final int                        | LOCALE_CATALAN_SPAIN               | 32 |
| public static final int                        | LOCALE_CHINESE_HONG_KONG           | 24 |
| public static final int                        | LOCALE_CROATIAN_CROATIA            | 28 |
| public static final int                        | LOCALE_CZECH_CZECH_REPUBLIC        | 26 |
| public static final int                        | LOCALE_DANISH_DENMARK              | 12 |

| <b>com.cisco.jtapi.extensions.CiscoLocales</b> |                                       |    |
|------------------------------------------------|---------------------------------------|----|
| public static final int                        | LOCALE_DUTCH_NETHERLAND               | 8  |
| public static final int                        | LOCALE_ENGLISH_UNITED_KINGDOM         | 33 |
| public static final int                        | LOCALE_ENGLISH_UNITED_STATES          | 1  |
| public static final int                        | LOCALE_FINNISH_FINLAND                | 22 |
| public static final int                        | LOCALE_FRENCH_FRANCE                  | 2  |
| public static final int                        | LOCALE_GERMAN_GERMANY                 | 3  |
| public static final int                        | LOCALE_GREEK_GREECE                   | 16 |
| public static final int                        | LOCALE_HEBREW_ISRAEL                  | 39 |
| public static final int                        | LOCALE_HUNGARIAN_HUNGARY              | 14 |
| public static final int                        | LOCALE_ITALIAN_ITALY                  | 7  |
| public static final int                        | LOCALE_JAPANESE_JAPAN                 | 13 |
| public static final int                        | LOCALE_KOREAN_KOREA                   | 21 |
| public static final int                        | LOCALE_NORWEGIAN_NORWAY               | 9  |
| public static final int                        | LOCALE_POLISH_POLAND                  | 15 |
| public static final int                        | LOCALE_PORTUGUESE_BRAZIL              | 23 |
| public static final int                        | LOCALE_PORTUGUESE_PORTUGAL            | 10 |
| public static final int                        | LOCALE_ROMANIAN_ROMANIA               | 30 |
| public static final int                        | LOCALE_RUSSIAN_RUSSIA                 | 5  |
| public static final int                        | LOCALE_SERBIAN_REPUBLIC_OF_MONTENEGRO | 41 |
| public static final int                        | LOCALE_SERBIAN_REPUBLIC_OF_SERBIA     | 40 |
| public static final int                        | LOCALE_SIMPLIFIED_CHINESE_CHINA       | 20 |
| public static final int                        | LOCALE_SLOVAK_SLOVAKIA                | 25 |
| public static final int                        | LOCALE_SLOVENIAN_SLOVENIA             | 29 |
| public static final int                        | LOCALE_SPANISH_SPAIN                  | 6  |
| public static final int                        | LOCALE_SWEDISH_SWEDEN                 | 11 |
| public static final int                        | LOCALE_THAI_THAILAND                  | 42 |
| public static final int                        | LOCALE_TRADITIONAL_CHINESE_CHINA      | 19 |

## CiscoMediaConnectionMode

| <b>com.cisco.jtapi.extensions.CiscoMediaConnectionMode</b> |                      |   |
|------------------------------------------------------------|----------------------|---|
| public static final int                                    | NONE                 | 0 |
| public static final int                                    | RECEIVE_ONLY         | 1 |
| public static final int                                    | TRANSMIT_AND_RECEIVE | 3 |
| public static final int                                    | TRANSMIT_ONLY        | 2 |

## CiscoMediaEncryptionAlgorithmType

| <b>com.cisco.jtapi.extensions.CiscoMediaEncryptionAlgorithmType</b> |                 |   |
|---------------------------------------------------------------------|-----------------|---|
| public static final int                                             | AES_128_COUNTER | 1 |

## CiscoMediaOpenLogicalChannelEv

| <b>com.cisco.jtapi.extensions.CiscoMediaOpenLogicalChannelEv</b> |    |            |
|------------------------------------------------------------------|----|------------|
| public static final int                                          | ID | 1073758213 |

## CiscoMediaSecurityIndicator

| <b>com.cisco.jtapi.extensions.CiscoMediaSecurityIndicator</b> |                                   |   |
|---------------------------------------------------------------|-----------------------------------|---|
| public static final int                                       | MEDIA_ENCRYPT_KEYS_AVAILABLE      | 0 |
| public static final int                                       | MEDIA_ENCRYPT_KEYS_UNAVAILABLE    | 2 |
| public static final int                                       | MEDIA_ENCRYPT_USER_NOT_AUTHORIZED | 1 |
| public static final int                                       | MEDIA_NOT_ENCRYPTED               | 3 |

## CiscoOutOfServiceEv

| <b>com.cisco.jtapi.extensions.CiscoOutOfServiceEv</b> |                           |      |
|-------------------------------------------------------|---------------------------|------|
| public static final int                               | CAUSE_CALLMANAGER_FAILURE | 1001 |
| public static final int                               | CAUSE_CTIMANAGER_FAILURE  | 1007 |
| public static final int                               | CAUSE_DEVICE_FAILURE      | 1004 |

| <b>com.cisco.jtapi.extensions.CiscoOutOfServiceEv</b> |                                    |            |
|-------------------------------------------------------|------------------------------------|------------|
| public static final int                               | CAUSE_DEVICE_RESTRICTED            | 1008       |
| public static final int                               | CAUSE_DEVICE_UNREGISTERED          | 1005       |
| public static final int                               | CAUSE_LINE_RESTRICTED              | 1009       |
| public static final int                               | CAUSE_NOCALLMANAGER_AVAILABLE      | 1003       |
| public static final int                               | CAUSE_REHOME_TO_HIGHER_PRIORITY_CM | 1002       |
| public static final int                               | CAUSE_REHOMING_FAILURE             | 1006       |
| public static final int                               | ID                                 | 1073750021 |

## CiscoPartyInfo

| <b>com.cisco.jtapi.extensions.CiscoPartyInfo</b> |                        |   |
|--------------------------------------------------|------------------------|---|
| public static final int                          | ABBREVIATED_NUMBER     | 6 |
| public static final int                          | INTERNATIONAL_NUMBER   | 1 |
| public static final int                          | NATIONAL_NUMBER        | 2 |
| public static final int                          | NET_SPECIFIC_NUMBER    | 3 |
| public static final int                          | RESERVED_FOR_EXTENSION | 7 |
| public static final int                          | SUBSCRIBER_NUMBER      | 4 |
| public static final int                          | UNKNOWN_NUMBER         | 0 |

## CiscoProvCallParkEv

| <b>com.cisco.jtapi.extensions.CiscoProvCallParkEv</b> |                          |            |
|-------------------------------------------------------|--------------------------|------------|
| public static final int                               | ID                       | 1073754113 |
| public static final int                               | PARK_STATE_ACTIVE        | 2          |
| public static final int                               | PARK_STATE_IDLE          | 1          |
| public static final int                               | REASON_CALLPARK          | 1          |
| public static final int                               | REASON_CALLPARKREMAINDER | 3          |
| public static final int                               | REASON_CALLPARKREMINDER  | 3          |
| public static final int                               | REASON_CALLUNPARK        | 2          |

## CiscoProvFeatureID

| com.cisco.jtapi.extensions.CiscoProvFeatureID |                     |      |
|-----------------------------------------------|---------------------|------|
| public static final int                       | MONITOR_CALLPARK_DN | 1234 |

## CiscoProviderCapabilityChangedEv

| com.cisco.jtapi.extensions.CiscoProviderCapabilityChangedEv |                |            |
|-------------------------------------------------------------|----------------|------------|
| public static final int                                     | ID             | 1073741846 |
| public static final int                                     | MODIFY_CGPN    | 32         |
| public static final int                                     | MONITOR_PARKDN | 64         |
| public static final int                                     | SUPERPROVIDER  | 16         |

## CiscoProvTerminalCapabilityChangedEv

| com.cisco.jtapi.extensions.CiscoProvTerminalCapabilityChangedEv |    |            |
|-----------------------------------------------------------------|----|------------|
| public static final int                                         | ID | 1073741847 |

## CiscoRemoteTerminal

| com.cisco.jtapi.extensions.CiscoRemoteTerminal |                              |   |
|------------------------------------------------|------------------------------|---|
| public static final int                        | EXTEND_MEDIA_REGISTRATION    | 8 |
| public static final int                        | NO_EXTEND_MEDIA_REGISTRATION | 0 |

## CiscoRestrictedEv

| com.cisco.jtapi.extensions.CiscoRestrictedEv |                                        |            |
|----------------------------------------------|----------------------------------------|------------|
| public static final int                      | CAUSE_UNKNOWN                          | 0          |
| public static final int                      | CAUSE_UNSUPPORTED_DEVICE_CONFIGURATION | 3          |
| public static final int                      | CAUSE_UNSUPPORTED_PROTOCOL             | 2          |
| public static final int                      | CAUSE_USER_RESTRICTED                  | 1          |
| public static final int                      | ID                                     | 1073741833 |

## CiscoRouteSession

| <b>com.cisco.jtapi.extensions.CiscoRouteSession</b> |                                            |             |
|-----------------------------------------------------|--------------------------------------------|-------------|
| public static final int                             |                                            |             |
| public static final int                             | CALLINGADDRESS_SEARCH_SPACE                | 1           |
| public static final int                             | CAUSE_CTIERR_FAC_CMC_REASON_CMC_INVALID    | -1932787506 |
| public static final int                             | CAUSE_CTIERR_FAC_CMC_REASON_CMC_NEEDED     | -1932787509 |
| public static final int                             | CAUSE_CTIERR_FAC_CMC_REASON_FAC_CMC_NEEDED | -1932787508 |
| public static final int                             | CAUSE_CTIERR_FAC_CMC_REASON_FAC_INVALID    | -1932787507 |
| public static final int                             | CAUSE_CTIERR_FAC_CMC_REASON_FAC_NEEDED     | -1932787510 |
| public static final int                             | DEFAULT_SEARCH_SPACE                       | 0           |
| public static final int                             | DONOT_RESET_ORIGINALCALLED                 | 0           |
| public static final int                             | ERROR_INVALID_STATE                        | 7           |
| public static final int                             | ERROR_NO_CALLBACK                          | 6           |
| public static final int                             | ERROR_NONE                                 | 4           |
| public static final int                             | ERROR_ROUTESELECT_TIMEOUT                  | 5           |
| public static final int                             | RESET_ORIGINALCALLED                       | 1           |
| public static final int                             | ROUTEADDRESS_SEARCH_SPACE                  | 2           |

## CiscoRouteTerminal

| <b>com.cisco.jtapi.extensions.CiscoRouteTerminal</b> |                            |   |
|------------------------------------------------------|----------------------------|---|
| public static final int                              | DYNAMIC_MEDIA_REGISTRATION | 2 |
| public static final int                              | NO_MEDIA_REGISTRATION      | 0 |

## CiscoRTPBitRate

| <b>com.cisco.jtapi.extensions.CiscoRTPBitRate</b> |      |   |
|---------------------------------------------------|------|---|
| public static final int                           | R5_3 | 1 |
| public static final int                           | R6_4 | 2 |



## CiscoRTPIInputKeyEv

|                                                       |    |            |
|-------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoRTPIInputKeyEv</b> |    |            |
| public static final int                               | ID | 1073758214 |

## CiscoRTPIInputStartedEv

|                                                           |    |            |
|-----------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoRTPIInputStartedEv</b> |    |            |
| public static final int                                   | ID | 1073758209 |

## CiscoRTPIInputStoppedEv

|                                                           |    |            |
|-----------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoRTPIInputStoppedEv</b> |    |            |
| public static final int                                   | ID | 1073758210 |

## CiscoRTPOutputKeyEv

|                                                       |    |            |
|-------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoRTPOutputKeyEv</b> |    |            |
| public static final int                               | ID | 1073758215 |

## CiscoRTPOutputStartedEv

|                                                           |    |            |
|-----------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv</b> |    |            |
| public static final int                                   | ID | 1073758211 |

## CiscoRTPOutputStoppedEv

|                                                           |    |            |
|-----------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoRTPOutputStartedEv</b> |    |            |
| public static final int                                   | ID | 1073758212 |

## CiscoRTPPayload

|                                                   |             |    |
|---------------------------------------------------|-------------|----|
| <b>com.cisco.jtapi.extensions.CiscoRTPPayload</b> |             |    |
| public static final int                           | ACTIVEVOICE | 81 |

| <b>com.cisco.jtapi.extensions.CiscoRTPPayload</b> |                 |    |
|---------------------------------------------------|-----------------|----|
| public static final int                           | ACY_G729AASSN   | 15 |
| public static final int                           | DATA56          | 33 |
| public static final int                           | DATA64          | 32 |
| public static final int                           | G711ALAW56K     | 3  |
| public static final int                           | G711ALAW64K     | 2  |
| public static final int                           | G711ULAW56K     | 5  |
| public static final int                           | G711ULAW64K     | 4  |
| public static final int                           | G722_48K        | 8  |
| public static final int                           | G722_56K        | 7  |
| public static final int                           | G722_64K        | 6  |
| public static final int                           | G7231           | 9  |
| public static final int                           | G728            | 10 |
| public static final int                           | G729            | 11 |
| public static final int                           | G729ANNEXA      | 12 |
| public static final int                           | GSM             | 80 |
| public static final int                           | IS11172AUDIOCAP | 13 |
| public static final int                           | IS13818AUDIOCAP | 14 |
| public static final int                           | NONSTANDARD     | 1  |
| public static final int                           | WIDEBAND_256K   | 25 |

## CiscoTermActivatedEv

| <b>com.cisco.jtapi.extensions.CiscoTermActivatedEv</b> |    |            |
|--------------------------------------------------------|----|------------|
| public static final int                                | ID | 1073741843 |

## CiscoTermButtonPressedEv

| <b>com.cisco.jtapi.extensions.CiscoTermButtonPressedEv</b> |       |    |
|------------------------------------------------------------|-------|----|
| public static final int                                    | CHARA | 10 |

| <b>com.cisco.jtapi.extensions.CiscoTermButtonPressedEv</b> |       |            |
|------------------------------------------------------------|-------|------------|
| public static final int                                    | CHARB | 11         |
| public static final int                                    | CHARC | 12         |
| public static final int                                    | CHARD | 13         |
| public static final int                                    | EIGHT | 8          |
| public static final int                                    | FIVE  | 5          |
| public static final int                                    | FOUR  | 4          |
| public static final int                                    | ID    | 1073745936 |
| public static final int                                    | NINE  | 9          |
| public static final int                                    | ONE   | 1          |
| public static final int                                    | POUND | 15         |
| public static final int                                    | SEVEN | 7          |
| public static final int                                    | SIX   | 6          |
| public static final int                                    | STAR  | 14         |
| public static final int                                    | THREE | 3          |
| public static final int                                    | TWO   | 2          |
| public static final int                                    | ZERO  | 0          |

## CiscoTermConnMonitoringEndEv

| <b>com.cisco.jtapi.extensions.CiscoTermConnMonitoringEndEv</b> |    |            |
|----------------------------------------------------------------|----|------------|
| public static final int                                        | ID | 1073762311 |

## CiscoTermConnMonitoringStartEv

| <b>com.cisco.jtapi.extensions.CiscoTermConnMonitoringStartEv</b> |    |            |
|------------------------------------------------------------------|----|------------|
| public static final int                                          | ID | 1073762310 |

## CiscoTermConnMonitorInitiatorInfoEv

|                                                                       |    |            |
|-----------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermConnMonitorInitiatorInfoEv</b> |    |            |
| public static final int                                               | ID | 1073762313 |

## CiscoTermConnMonitorTargetInfoEv

|                                                                    |    |            |
|--------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermConnMonitorTargetInfoEv</b> |    |            |
| public static final int                                            | ID | 1073762314 |

## CiscoTermConnPrivacyChangedEv

|                                                                 |    |            |
|-----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermConnPrivacyChangedEv</b> |    |            |
| public static final int                                         | ID | 1073762305 |

## CiscoTermConnRecordingEndEv

|                                                               |    |            |
|---------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermConnRecordingEndEv</b> |    |            |
| public static final int                                       | ID | 1073762309 |

## CiscoTermConnRecordingStartEv

|                                                                 |    |            |
|-----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermConnRecordingStartEv</b> |    |            |
| public static final int                                         | ID | 1073762308 |

## CiscoTermConnRecordingTargetInfoEv

|                                                                      |    |            |
|----------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermConnRecordingTargetInfoEv</b> |    |            |
| public static final int                                              | ID | 1073762312 |

## CiscoTermConnSelectChangedEv

|                                                                |    |            |
|----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermConnSelectChangedEv</b> |    |            |
| public static final int                                        | ID | 1073762307 |

## CiscoTermCreatedEv

|                                                      |    |            |
|------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermCreatedEv</b> |    |            |
| public static final int                              | ID | 1073745921 |

## CiscoTermDataEv

|                                                   |    |            |
|---------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDataEv</b> |    |            |
| public static final int                           | ID | 1073745922 |

## CiscoTermDeviceStateActiveEv

|                                                                |    |            |
|----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDeviceStateActiveEv</b> |    |            |
| public static final int                                        | ID | 1073745926 |

## CiscoTermDeviceStateAlertingEv

|                                                                  |    |            |
|------------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDeviceStateAlertingEv</b> |    |            |
| public static final int                                          | ID | 1073745927 |

## CiscoTermDeviceStateHeldEv

|                                                              |    |            |
|--------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDeviceStateHeldEv</b> |    |            |
| public static final int                                      | ID | 1073745928 |

## CiscoTermDeviceStateIdleEv

|                                                              |    |            |
|--------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDeviceStateIdleEv</b> |    |            |
| public static final int                                      | ID | 1073745929 |

## CiscoTermDeviceStateWhisperEv

|                                                                 |    |            |
|-----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDeviceStateWhisperEv</b> |    |            |
| public static final int                                         | ID | 1073745941 |

## CiscoTermDNDOptionChangedEv

|                                                               |    |            |
|---------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDNDOptionChangedEv</b> |    |            |
| public static final int                                       | ID | 1073745942 |

## CiscoTermDNNDStatusChangedEv

|                                                                |    |            |
|----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermDNNDStatusChangedEv</b> |    |            |
| public static final int                                        | ID | 1073745940 |

## CiscoTerminal

|                                                 |                                         |       |
|-------------------------------------------------|-----------------------------------------|-------|
| <b>com.cisco.jtapi.extensions.CiscoTerminal</b> |                                         |       |
| public static final int                         | ASCII_ENCODING                          | 2     |
| public static final int                         | DEVICESTATE_ACTIVE                      | 1     |
| public static final int                         | DEVICESTATE_ALERTING                    | 2     |
| public static final int                         | DEVICESTATE_HELD                        | 3     |
| public static final int                         | DEVICESTATE_IDLE                        | 0     |
| public static final int                         | DEVICESTATE_UNKNOWN                     | 4     |
| public static final int                         | DEVICESTATE_WHISPER                     | 5     |
| public static final int                         | CiscoTerminal.DEVICETYPE_UNKNOWN        | 0     |
| public static final int                         | CiscoTerminal.DEVICETYPE_ANALOG_PHONE   | 30027 |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_6901     | 547   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_6911     | 548   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_6921     | 495   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_6941     | 496   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_6945     | 564   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_6961     | 497   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7906     | 369   |
| public static final int                         | CiscoTerminal.DEVICETYPE_TELECASTER_BID | 6     |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7911     | 307   |

| <b>com.cisco.jtapi.extensions.CiscoTerminal</b> |                                                  |       |
|-------------------------------------------------|--------------------------------------------------|-------|
| public static final int                         | CiscoTerminal.DEVICETYPE_14_BUTTON_SIDE CAR      | 124   |
| public static final int                         | CiscoTerminal.DEVICETYPE_7915_12_BUTTON_SIDE CAR | 227   |
| public static final int                         | CiscoTerminal.DEVICETYPE_7915_24_BUTTON_SIDE CAR | 228   |
| public static final int                         | CiscoTerminal.DEVICETYPE_7916_12_BUTTON_SIDE CAR | 229   |
| public static final int                         | CiscoTerminal.DEVICETYPE_7916_24_BUTTON_SIDE CAR | 230   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CKEM_36_BUTTON          | 232   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CP7921                  | 365   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7925              | 484   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7926              | 577   |
| public static final int                         | CiscoTerminal.DEVICETYPE_7931                    | 348   |
| public static final int                         | CiscoTerminal.DEVICETYPE_IP_CONFERENCE_PHONE     | 9     |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7936              | 30019 |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7937              | 431   |
| public static final int                         | CiscoTerminal.DEVICETYPE_TELECASTER_BUSINESS     | 8     |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7941              | 115   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7941G_GE          | 309   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7942              | 434   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7945              | 435   |
| public static final int                         | CiscoTerminal.DEVICETYPE_TELECASTER_MGR          | 7     |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7961              | 30018 |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7961G_GE          | 308   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7962              | 404   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7965              | 436   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7970              | 30006 |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7971              | 119   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7975              | 437   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_7989              | 302   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_8941              | 586   |

| <b>com.cisco.jtapi.extensions.CiscoTerminal</b> |                                                               |       |
|-------------------------------------------------|---------------------------------------------------------------|-------|
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_8945                           | 585   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_8961                           | 540   |
| public static final int                         | CiscoTerminal.DEVICETYPE_9951                                 | 537   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_9971                           | 493   |
| public static final int                         | CiscoTerminal.DEVICETYPE_ATA_186                              | 12    |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_ATA_187                        | 550   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_CIOUS                          | 593   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_CIOUS_SP                       | 632   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_SOFTPHONE_SE_M                 | 30016 |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_UNIFIED_COMMUNICATOR           | 358   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_UNIFIED_MOBILE_COMMUNICATOR    | 468   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CISCO_UNIFIED_COMMUNICATIONS_FOR_RTX | 648   |
| public static final int                         | CiscoTerminal.DEVICETYPE_CLIENT_SERVICES_FRAMEWORK            | 503   |
| public static final int                         | CiscoTerminal.DEVICETYPE_VGC_PHONE                            | 10    |
| public static final int                         | CiscoTerminal.DEVICETYPE_CTI_PORT                             | 72    |
| public static final int                         | CiscoTerminal.DEVICETYPE_CTI_ROUTE_POINT                      | 73    |
| public static final int                         | CiscoTerminal.DEVICETYPE_DEVICE_PILOT                         | 71    |
| public static final int                         | CiscoTerminal.DEVICETYPE_ISDN_BRI_PHONE                       | 30028 |
| public static final int                         | CiscoTerminal.DEVICETYPE_CTI_REMOTE_DEVICE                    | 635   |
| public static final int                         | DND_OPTION_CALL_REJECT                                        | 2     |
| public static final int                         | DND_OPTION_NONE                                               | 0     |
| public static final int                         | DND_OPTION_RINGER_OFF                                         | 1     |
| public static final int                         | IN_SERVICE                                                    | 1     |
| public static final int                         | IP_ADDRESSING_MODE_IPV4                                       | 0     |
| public static final int                         | IP_ADDRESSING_MODE_IPV4_V6                                    | 2     |
| public static final int                         | IP_ADDRESSING_MODE_IPV6                                       | 1     |
| public static final int                         | IP_ADDRESSING_MODE_UNKNOWN                                    | 3     |
| public static final int                         | IP_ADDRESSING_MODE_UNKNOWN_ANATRED                            | 4     |



| <b>com.cisco.jtapi.extensions.CiscoTerminal</b> |                      |   |
|-------------------------------------------------|----------------------|---|
| public static final int                         | NOT_APPLICABLE       | 1 |
| public static final int                         | OUT_OF_SERVICE       | 0 |
| public static final int                         | UCS2UNICODE_ENCODING | 3 |
| public static final int                         | UNKNOWN_ENCODING     | 0 |

## CiscoTerminalConnection

| <b>com.cisco.jtapi.extensions.CiscoTerminalConnection</b> |                                  |   |
|-----------------------------------------------------------|----------------------------------|---|
| public static final int                                   | CISCO_SELECTEDLOCAL              | 1 |
| public static final int                                   | CISCO_SELECTEDNONE               | 0 |
| public static final int                                   | CISCO_SELECTEDREMOTE             | 2 |
| public static final int                                   | PROTOCOL_CTI_REMOTE_DEVICE       | 3 |
| public static final int                                   | RECORDING_INVOCATION_TYPE_SILENT | 0 |
| public static final int                                   | RECORDING_INVOCATION_TYPE_USER   | 1 |

## CiscoTerminalProtocol

| <b>com.cisco.jtapi.extensions.CiscoTerminalProtocol</b> |               |   |
|---------------------------------------------------------|---------------|---|
| public static final int                                 | PROTOCOL_NONE | 0 |
| public static final int                                 | PROTOCOL_SCCP | 1 |
| public static final int                                 | PROTOCOL_SIP  | 2 |

## CiscoTermInServiceEv

| <b>com.cisco.jtapi.extensions.CiscoTermInServiceEv</b> |    |            |
|--------------------------------------------------------|----|------------|
| public static final int                                | ID | 1073745923 |

## CiscoTermOutOfServiceEv

|                                                           |    |            |
|-----------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermOutOfServiceEv</b> |    |            |
| public static final int                                   | ID | 1073745924 |

## CiscoTermRegistrationFailedEv

|                                                                 |                                  |            |
|-----------------------------------------------------------------|----------------------------------|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermRegistrationFailedEv</b> |                                  |            |
| public static final int                                         | DB_INITIALIZATION_ERROR          | 15         |
| public static final int                                         | ID                               | 1073745937 |
| public static final int                                         | IP_ADDRESSING_MODE_MISMATCH      | 19         |
| public static final int                                         | MEDIA_ALREADY_TERMINATED_DYNAMIC | 8          |
| public static final int                                         | MEDIA_ALREADY_TERMINATED_NONE    | 6          |
| public static final int                                         | MEDIA_ALREADY_TERMINATED_STATIC  | 7          |
| public static final int                                         | MEDIA_CAPABILITY_MISMATCH        | 10         |
| public static final int                                         | OWNER_NOT_ALIVE                  | 11         |
| public static final int                                         | UNKNOWN                          | 0          |

## CiscoTermRemovedEv

|                                                      |    |            |
|------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermRemovedEv</b> |    |            |
| public static final int                              | ID | 1073745925 |

## CiscoTermRestrictedEv

|                                                         |    |            |
|---------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermRestrictedEv</b> |    |            |
| public static final int                                 | ID | 1073741841 |

## CiscoTermSnapshotCompletedEv

|                                                                |    |            |
|----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv</b> |    |            |
| public static final int                                        | ID | 1073745939 |

## CiscoTermSnapshotEv

|                                                                |    |            |
|----------------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTermSnapshotCompletedEv</b> |    |            |
| public static final int                                        | ID | 1073745938 |

## CiscoTone

|                                             |        |    |
|---------------------------------------------|--------|----|
| <b>com.cisco.jtapi.extensions.CiscoTone</b> |        |    |
| public static final int                     | ZIPZIP | 49 |

## CiscoToneChangedEv

|                                                      |                  |            |
|------------------------------------------------------|------------------|------------|
| <b>com.cisco.jtapi.extensions.CiscoToneChangedEv</b> |                  |            |
| public static final int                              | CMC_REQUIRED     | 1          |
| public static final int                              | FAC_CMC_REQUIRED | 2          |
| public static final int                              | FAC_REQUIRED     | 0          |
| public static final int                              | ID               | 1073754119 |

## CiscoTransferEndEv

|                                                      |    |            |
|------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTransferEndEv</b> |    |            |
| public static final int                              | ID | 1073754117 |

## CiscoTransferStartEv

|                                                        |    |            |
|--------------------------------------------------------|----|------------|
| <b>com.cisco.jtapi.extensions.CiscoTransferStartEv</b> |    |            |
| public static final int                                | ID | 1073754118 |

## CiscoUrlInfo

|                                                |                    |   |
|------------------------------------------------|--------------------|---|
| <b>com.cisco.jtapi.extensions.CiscoUrlInfo</b> |                    |   |
| public static final int                        | TRANSPORT_TYPE_TCP | 1 |
| public static final int                        | TRANSPORT_TYPE_UDP | 2 |

| <b>com.cisco.jtapi.extensions.CiscoUrlInfo</b> |                  |   |
|------------------------------------------------|------------------|---|
| public static final int                        | URL_TYPE_SIP     | 1 |
| public static final int                        | URL_TYPE_TEL     | 2 |
| public static final int                        | URL_TYPE_UNKNOWN | 0 |

## CiscoWideBandMediaCapability

| <b>com.cisco.jtapi.extensions.CiscoWideBandMediaCapability</b> |                                  |    |
|----------------------------------------------------------------|----------------------------------|----|
| public static final int                                        | FRAMESIZE_TEN_MILLISECOND_PACKET | 10 |

## Alarm

| <b>com.cisco.services.alarm.Alarm</b> |                  |       |
|---------------------------------------|------------------|-------|
| public static final int               | ALERTS           | 1     |
| public static final int               | CRITICAL         | 2     |
| public static final int               | DEBUGGING        | 7     |
| public static final int               | EMERGENCIES      | 0     |
| public static final int               | ERROR            | 3     |
| public static final int               | HIGHEST_LEVEL    | 7     |
| public static final int               | INFORMATIONAL    | 6     |
| public static final int               | LOWEST_LEVEL     | 0     |
| public static final int               | NO_SEVERITY      | -1    |
| public static final int               | NOTIFICATION     | 5     |
| public static final java.lang.String  | UNKNOWN_MNEMONIC | “UNK” |
| public static final int               | WARNING          | 4     |

## LogFileTraceWriter

| <b>com.cisco.services.tracing.LogFileTraceWriter</b> |                        |         |
|------------------------------------------------------|------------------------|---------|
| public static final java.lang.String                 | DEFAULT_FILE_NAME_BASE | “trace” |

| <b>com.cisco.services.tracing.LogFileTraceWriter</b> |                             |       |
|------------------------------------------------------|-----------------------------|-------|
| public static final java.lang.String                 | DEFAULT_FILE_NAME_EXTENSION | “log” |
| public static final char                             | DIR_BASE_NAME_NUM_SEPERATOR | 95    |
| public static final int                              | MIN_FILE_SIZE               | 10240 |
| public static final int                              | MIN_FILES                   | 2     |
| public static final int                              | ROLLOVER_THRESHOLD          | 1024  |

## Trace

| <b>com.cisco.services.tracing.Trace</b> |                          |                 |
|-----------------------------------------|--------------------------|-----------------|
| public static final int                 | ALERTS                   | 1               |
| public static final java.lang.String    | ALERTS_TRACE_NAME        | “ALERTS”        |
| public static final int                 | CRITICAL                 | 2               |
| public static final java.lang.String    | CRITICAL_TRACE_NAME      | “CRITICAL”      |
| public static final int                 | DEBUGGING                | 7               |
| public static final java.lang.String    | DEBUGGING_TRACE_NAME     | “DEBUGGING”     |
| public static final int                 | EMERGENCIES              | 0               |
| public static final java.lang.String    | EMERGENCIES_TRACE_NAME   | “EMERGENCIES”   |
| public static final int                 | ERROR                    | 3               |
| public static final java.lang.String    | ERROR_TRACE_NAME         | “ERROR”         |
| public static final int                 | HIGHEST_LEVEL            | 7               |
| public static final int                 | INFORMATIONAL            | 6               |
| public static final java.lang.String    | INFORMATIONAL_TRACE_NAME | “INFORMATIONAL” |
| public static final int                 | LOWEST_LEVEL             | 0               |
| public static final int                 | NOTIFICATION             | 5               |
| public static final java.lang.String    | NOTIFICATION_TRACE_NAME  | “NOTIFICATION”  |
| public static final int                 | WARNING                  | 4               |
| public static final java.lang.String    | WARNING_TRACE_NAME       | “WARNING”       |





## APPENDIX **G**

# Caveats

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This appendix provides details of the JTAPI caveats that are common across releases and those that are release-specific.

- [Caveats for All Releases, on page 1819](#)
- [Caveats for Release 9.1\(1\), on page 1824](#)
- [Caveats for Release 8.6\(1\), on page 1826](#)
- [Caveats for Release 8.5\(1\), on page 1826](#)
- [Caveats for Release 8.0\(1\), on page 1828](#)
- [Caveats for Release 7.0.1, on page 1829](#)
- [Caveats for Release 6.0.1, on page 1831](#)
- [Caveats for Release 5.0, on page 1831](#)
- [Caveats for Release 4.1, on page 1835](#)
- [Caveats for 4.0, on page 1836](#)

## Caveats for All Releases

This section lists the caveats that are common for all JTAPI releases and contains these topics:

- [Translation Pattern Support, on page 1821](#)
- [DT24+ Limitation with PRI NI2 Trunk, on page 1821](#)
- [Connection for Park Number Not Created, on page 1822](#)
- [Inconsistency Between SIP and SCCP Phone, on page 1822](#)
- [Failure to Route Calls Across Destinations, on page 1822](#)
- [Incorrect Return Value for getCallingAddress\(\), on page 1822](#)
- [Call Fails to Disconnect Held Shared Line, on page 1823](#)
- [Limitation with sendData\(\) API on CiscoTerminal, on page 1823](#)
- [Limitation in Using ; \(Semi-Colon\) and = \(Equal\) in User ID and Password, on page 1823](#)
- [Connection to Unknown Address When Unparking a Conference Call, on page 1823](#)
- [CTI Redirect to Voice Mail Wont Work with QSIG, on page 1824](#)

- [Unsupported CTI Events for SIP Phones, on page 1824](#)

## Single Versus Multiple CallObserver Clarification

There are two primary ways to observe addresses with Cisco JTAPI's CallObservers: an application can observe all of the addresses with a single CallObserver object or it can have a separate CallObserver object for each of address. These two approaches cause slightly different events to be seen, mostly with regard to reason codes.

When an application uses a single CallObserver to observe all the addresses, they are connected with one object. When A calls B, both the events at A and at B are sent to the same CallObserver object. If B redirects to C, and C was observed with the same object, all its events are delivered to the same observer. The application observes the CallCtlConnOfferedEv to C with reason REDIRECT, because the observer at C knew all about the previous events on the call.

Conversely, when an application uses an independent CallObserver for each Address, this information is not so easily shared. When A calls B, call events of A go to the observer for A, and B's go to the observer for B. They each know about the other end, for example A will know that B is ringing, but they are no longer the same observer. When B redirects the call to C, the observer at C knows absolutely nothing about the call. The observer at C was not involved in the original call at all, and does not know who is on it, what events had happened previously. This information has to be made up by JTAPI to build an accurate call model at C. All the call events for a basic call between A and B have to be simulated so that the call model, from C's perspective makes sense.

This is done by using a snapshot event. JTAPI looks at the call, in this case the one between A and B, and figures out what events have to have happened for the call to exist the way it does. This makes up the basic call events required, and give them to the observer on C, so that it can build a proper call model.

Since this event set is made up by JTAPI, the reason codes are not available. For example, if A had originally called D, and D redirected to B, the made up snapshot event set would not be concerned with the redirect at all. JTAPI does not store this information anywhere, and when it generates a snapshot, it creates the simplest event set possible to recreate the call model, and reports all the events with reason NORMAL.

So, when A calls B, and then B redirects to C, the observer on C gets a snapshot event that allows it to recreate the call model for a basic call from A to B. Also in this snapshot event is the CallCtlConnOfferedEv for C. As part of the snapshot, this event comes in with reason NORMAL, even though it is the result of a redirect. CallObservers on A or B will see the CallCtlConnOfferedEv for C with reason REDIRECT, but there is no way for the observer at C to know that.

This creates a noticeable difference in the reason codes available to applications depending on how they implement their CallObservers. There have not been any issues regarding this from the customer side.

This is the way it has been since Cisco JTAPI's inception and this is a clarification of the existing behavior.

## SIP and SCCP Dialing Differences with Overlapping Directory Number Patterns

An overlapping Directory Number Pattern is when one Directory Number is a part of a longer Directory Number. For example, a Directory Number 1000 overlaps a Directory Number 10001. Cisco Unified Communications Manager (Cisco Unified CM) and JTAPI both support overlapping Directory Number patterns, but there are some important things to note regarding this.

When you dial 1000 from a normal phone, there is a delay. The Cisco Unified CM does not know if you want to dial 1000 or 10001, so it waits for you to make a choice. This Digit Analyzer waits for 15 seconds if you press nothing else. During this time, nothing happens, no call is extended, and it just sounds like a dead call



for the calling party. This can be short circuited by hitting # to let Cisco Unified CM know that you actually intend to call 1000. The 15 second wait is a configurable service parameter, known as T302 Timer, and can be set as low as 3 seconds.

JTAPI using SCCP phones avoid the Digit Analyzer entirely by communicating directly with Cisco Unified CM. JTAPI sends the intended Directory Number when it is making a call, and if it sends 1000, it means only that, and Cisco Unified CM knows it will not be dialing any more digits.

JTAPI using SIP phones is quite different. JTAPI communicates with the phone, which then communicates with the Cisco Unified CM. The phone takes care of the dialing, and JTAPI will pass it the digits 1000 to dial. Due to this, JTAPI cannot avoid the Digit Analyzer, and is subject to the T302 wait outlined above. JTAPI sits idly and waits while the Digit Analyzer figures out that the SIP phone actually wants to dial 1000.

Apart from this, by default the JTAPI CTI Postcondition value is also set to 15 seconds. This means that when JTAPI sends a request to the CTI layer, it waits for 15 seconds before it assumes something has gone wrong, and throws a timeout exception. This means that the delay for Digit Analysis for overlapping DN patterns is very likely to cause JTAPI to time out.

The Digit Analysis delay cannot be completely removed for SIP phones, but this problem can be greatly mitigated through the use of service or jtapi.ini parameters. As noted above, the T302 Timer for Digit Analysis can be set as low as three seconds, which is much lower than the 15 it takes JTAPI to time out. You can also increase the JTAPI CTI Postcondition timeout to 20 seconds in the jtapi.ini file. This issue can also be avoided by not having overlapping DNs.

## Translation Pattern Support

If the callingparty transformation mask is configured for a Translation Pattern that is applied to the controlled addresses of JTAPI application, the application may observe some extra connections being created and disconnected when the application observes both calling and called party. Otherwise, a connection is created for the transformed callingparty and `CiscoCall.getCurrentCallingParty()` returns the transformed calling party address when the application observes only the called party. In general, JTAPI has a problem in creating an appropriate call connection and may not be able to provide correct callinfo such as `currentCalling`, `currentCalled`, `calling`, `called`, and `lastRedirecting` parties. For example, Translation Pattern X is configured with calling party transformation mask Y and calledparty transformation mask B; A calls X, and call goes to B. In this scenario:

- If the application observes only B, JTAPI creates connection for Y and B, and `CiscoCall.getCurrentCallingParty()` returns Address Y.
- If the application observes both A and B, connections for A and B are created, connection for Y is temporarily created and dropped, and `CiscoCall.getCurrentCallingParty()` returns Address Y.

Other inconsistencies could occur in callinfo if more features are used for basic call. It is recommended that you do not configure callingparty transformation mask for Translation Pattern which might get applied to JTAPI Application controlled Addresses.

## DT24+ Limitation with PRI NI2 Trunk

When a PRI NI2 trunk used by DT24+ gateway is involved in a call scenario between two clusters, for example, A from cluster-1 calls B in cluster-2 via DT24+ PRI NI2 trunk, the `LastRedirectAddress` and `CalledAddress` may not be accurate on B's side. Besides, if there are any changes for A's side of the call in cluster-1 due to redirect, transfer, or forward, the changed information is not propagated to B's side due to protocol limitation of PRI NI2 truck.

## Connection for Park Number Not Created

JTAPI does not create a Queued state connection for Park Number if the call is parked across the gateway. There are two possibilities here:

1. If CLI is configured, application sees an Unknown connection
2. If CLI is not configured, the calling does not see any Unknown connection.

For Example, If A calls B across gateway (with CLI configured) and B parks the call then A sees an unknown connection instead of a connection (with STATE = QUEUED) for Park Number.

But, if A calls B across gateway (with no CLI configured) and B parks the call then A does not see any new connection.

## Inconsistency Between SIP and SCCP Phone

sendData() API on CiscoTerminal is used to send data to the phone. In case of SIP phones, if invalid byte data is sent by the application, the method throws PlatformException. However, in case of SCCP phones, the byte data sent in the request is not validated, and would return successfully without throwing an exception.

## Failure to Route Calls Across Destinations

When a call is redirected to a device outside the cluster over an H323 gateway that is out of service, before call control can determine the Out-of-Service status of H323 gateway, the call is disconnected. This is because the default value of the service parameter CTI NewCallAccept timer is four seconds where as call control takes five seconds to determine that the gateway is out of service, so calls are disconnected due to expiration of CTI NewCallAccept timeout.

Implications of the above behavior is seen in JTAPI selectRoute() API which internally uses CTI redirect API to route the call. If applications specify multiple destinations with selectRoute() and the first destination is across an out-of-service H323 gateway, the call fails before JTAPI can route the call to the second destination. Hence JTAPI, cannot route the call to the second route specified in selectRoute() interface call.

To avoid this, the value of CTI New Call Accept Timer service parameter can be set as greater than H225 TCP Timer service parameter.

## Incorrect Return Value for getCallingAddress()

In a transfer scenario, where caller and transferController are not observed, that is, where A calls B and transfers the call to C and the application is observing only C then before the transfer, JTAPI will not have any information about the first call (that is, call from A to B). So, when the transfer feature is invoked, the calling and called address are B and C respectively. On completing the transfer, application updates callInfo and JTAPI exposes the correct parties through getCurrentCallingAddress(), getCurrentCalledAddress(), getModifiedCallingAddress(), and getModifiedCalledAddress(). However, getCallingAddress() API which should return the original calling address still reports B, that is, the original calling party of B to C call.

To avoid this issue, application can observe the controller as well, so that JTAPI expose the correct party (that is A, in this case) with getCallingAddress() API.

## Call Fails to Disconnect Held Shared Line

In a scenario where A calls B (B is a shared line present on terminals T1 and T2); privacy is set as ON for T1 and initially CUCM service parameter Enforce Privacy Settings on held calls is set to True. B(T1) answers and goes to Talking state while B(T2) goes to Passive state (TermConn = Passive; CallCtlTermConn = InUse). B(T1) puts the call on hold, since Enforce Privacy Setting on held calls is set to True, B(T2) remains in passive state (TermConn = Passive; CallCtlTermConn = InUse). Now the service parameter Enforce Privacy Settings on held calls is set to False. This does not trigger any change in the state of TerminalConnection, so B(T2) still remains Passive-InUse (TermConn = Passive; CallCtlTermConn = InUse). At this point, if the application sets the requestController as B(T1) and disconnects the call at B, the connection of B is not disconnected and call does not go IDLE. Even on the phones, the call on A remains in Established state while the other party in call is B(T2) which remains in Passive-InUse (TermConn = Passive; CallCtlTermConn = InUse) state. Call is cleared when A disconnects the call.

## Limitation with sendData() API on CiscoTerminal

If JTAPI applications make simultaneous back to back requests for sendData() API on the same CiscoTerminal, without any delay between requests, then some of these requests may fail. Applications cannot determine whether a request was successful or not, as Cisco JTAPI API returns successfully as soon as the phone receives data and does not wait for a response from the phone. Also, the IP phone might display a blank screen on sending simultaneous requests to send data.

To avoid these issues, JTAPI applications should ensure some time delay between two successive sendData() requests while pushing XSI data to the IP phones via Cisco JTAPI.

## Limitation in Using ; (Semi-Colon) and = (Equal) in User ID and Password

Sun JTAPI 1.2 specification does not support use of the semicolon ';' and equals '=' characters when populating the Host Name, UserID, and Password fields in string used as parameter in getProvider() method. If ';' or '=' are used in these fields, items such as 'pass = word' or 'pass;word' are treated as 'pass' and your request could fail and you must not use these characters in userid and password fields.

## Connection to Unknown Address When Unparking a Conference Call

When a conference call is parked, JTAPI call will have connection to the remaining parties in the call. When this call is unparked using the UnPark API or connect API, connections to unknown address will be temporarily created. This connection to unknown address will be disconnected when un park is completed.

The following will be seen in JTAPI traces:

```
2002 : (P1-InProv) 103023/1 ConnCreatedEv Unknown:null:4 187 Cause:100 CallCtlCause:0 CiscoCause:31
FeatReason:10 CAUSE_NORMAL
```

....

```
2002 : (P1-InProv) 103023/1 ConnDisconnectedEv Unknown:null:4 187 Cause:100 CallCtlCause:0
CiscoCause:31 FeatReason:10 CAUSE_NORMAL
```

## CTI Redirect to Voice Mail Wont Work with QSIG

When applications redirect a call to voice mail through a QSIG trunk, voice mail will not play the voice prompt of the redirecting party. A generic prompt asking the user to enter the voice mail box is played. This is due to the fact that CTI redirect doesn't pass correct original called party and redirecting party to the voice mail system. Applications can work around this by using a SIP trunk.

Phone A calls Phone B (CUCILYNC in Deskphone mode). Toast popup of "envelope" appears for incoming call.

User clicks on the envelope, redirecting the call across an H.323 trunk with QSIG tunneling. Unity/Unity Connection won't recognize original called party, so call will not go to user's voice mailbox. This is because Re-direct/Original Called Party information not carried across the trunk when CTI redirect is used.

## CiscoAddress.getForwarding() Returns Correct Value Only for In-Service Addresses

Although the Sun JTAPI 1.2 specification does not specify any preconditions for `CallControlAddress.getForwarding()`, the implementation of this method in Cisco JTAPI will return a correct value only if the address is in service. When invoked on an out of service address this method will just return a NULL value.

## Unsupported CTI Events for SIP Phones

The following CTI events are not generated for SIP phones. Third party applications that expect these call events should use SCCP phones:

- `CallOpenLogicalChannelEvent`
- `CallRingEvent`
- `DeviceLampModeChangedEvent`
- `DeviceModeChangedEvent`
- `DeviceDisplayChangedEvent`
- `DeviceFeatureButtonPressedEvent`
- `DeviceKeyPressedEvent`
- `DeviceLampModeChangedEvent`
- `DeviceRingModeChangedEvent`

## Caveats for Release 9.1(1)

This section lists the JTAPI caveats for Release 9.1(1).

- [Connection for Park DN While UnPark, on page 1825](#)

## Connection for Park DN While UnPark

Cisco JTAPI will no longer create the temporary connections for the Park/DPark number in the final call when a parked call is unparked.

This change in behavior will be seen in and above the following Cisco JTAPI versions - 8.5.1.10000-10, 8.6.1.10000-4, 8.6.2.10000-2 and 8.6.2.98000-2

Scenario:

GC1: A calls B, B parks a call is parked at 1000

GC2: B unparks

“Preserve globalCallId for Parked Calls” is set to false

Previous behavior on unpark:

```
GC2 CallActiveEvGC2 ConnCreatedEv B
GC2 ConnCreatedEv 1000
GC2 CallCtlConnEstablishedEv B
GC2 ConnCreatedEv A
GC2 ConnDisconnectedEv 1000
GC2 CallCtlConnEstablishedEv A
GC1 CallChangedEv
GC1 ConnDisconenctedEv 1000
GC1 ConnDisconenctedEv A
GC1 CallInvalidEv
```

Current behavior on unpark: Connection for 1000 will not be created in GC2

```
GC2 CallActiveEvGC2 ConnCreatedEv B
GC2 CallCtlConnEstablishedEv B
GC2 ConnCreatedEv A
GC2 CallCtlConnEstablishedEv A
GC1 CallChangedEv
GC1 ConnDisconenctedEv 1000
GC1 ConnDisconenctedEv A
GC1 CallInvalidEv
```

"Preserve globalCallId for Parked Calls" is set to true

Previous behavior on unpark:

```
GC2 CallActiveEvGC2 ConnCreatedEv B
GC2 ConnCreatedEv 1000
GC2 CallCtlConnEstablishedEv B
Gc2 CallChangedEv
GC2 ConnDisconnectedEv 1000
GC2 CallCtlConnDisconnectedEv 1000
GC2 ConnDisconnectedEv B
GC2 CallCtlConnDisconnectedEv B
GC2 CallInvalidEv
GC1 ConnCreatedEv 1000
GC1 ConnCreatedEv B
Gc2 ConnDisconnectedEv 1000
GC1 CallCtlConnEstablishedEv B
```

Current behavior on unpark: Connection for 1000 will not be created in GC1

```

GC2 CallActiveEvGC2 ConnCreatedEv B
GC2 CallCtlConnEstablishedEv B
GC1 ConnDisconnectedEv 1000
GC1 CallCtlConnDisconnectedEv 1000
Gc2 CallChangedEv
GC1 ConnCreatedEv B
GC1 ConnConnectedEv B
GC1 CallCtlCallEstablishedEv B
GC2 ConnDisconnectedEv B
GC2 CallCtlConnDisconnectedEv B
GC2 CallInvalidEv

```

## Caveats for Release 8.6(1)

This section lists the JTAPI caveats for Release 8.6(1).

- [Limitation While Using a Cisco Telepresence MCU, on page 1826](#)

### Limitation While Using a Cisco Telepresence MCU

In scenarios, where a conference chaining is done across cluster, the number of connection seen by the application might not be correct and application may not see the connection for the external conference bridge getting created.

Example:

```

A, B and B' are in Cluster 1D is in cluster 2
Application is observing D
GC1: A calls D; Call offered on D and D answers
GC2: D consults B; B answers
B' CBarges into the call
D completes conference - GC1.conference(GC2)

```

After the conference is complete the application will see only the connection for A and D but not that of the conference bridge.

## Caveats for Release 8.5(1)

This section lists the JTAPI caveats for Release 8.5(1).

- [Discouraged Use of JTAPIProperties.updateCertificate\(\), on page 1826](#)
- [Delete SecurityProperties Before Re-Use, on page 1827](#)
- [No ConnDisconnectedEv Event When Call Is Rejected, on page 1827](#)

### Discouraged Use of JTAPIProperties.updateCertificate()

Applications are encouraged to move away from using the JTAPIProperties.updateCertificate() method to download certificates. The JTAPIProperties.setSecurityPropertyForInstance() method is superior for most applications, as it will store the security information in the jtapi.ini file, giving all the information to JTAPI

whenever the application chooses to connect securely later. This information is critical for JTAPI to use the correct settings to create a secure connection, and if an application chooses to use the JTAPIProperties.updateCertificate() method, then the information will not be stored in the jtapi.ini file.

Applications that have no reason not to, should move to setSecurityPropertyForInstance().

If an application is intentionally using the updateCertificate() method to avoid the use of jtapi.ini configurations, then the application must provide the information in the JTAPI Provider String, when it is first initializing JTAPI.

The required fields are:

- InstanceID
- CertStorePassphrase
- CAPF
- CAPFPort
- TFTP
- TFTPPort
- CertPath

If an application chooses to use the updateCertificate() method and chooses not to provide the required security information in the Provider String, the behavior of JTAPI is not guaranteed.

## Delete SecurityProperties Before Re-Use

The JTAPIProperties.setSecurityPropertyForInstance() method downloads certificates to disk, and stores security information related to them in the jtapi.ini file. If an application is interested in downloading new certificates to disk, changing the security information for the certificates, or both, is it recommended that they invoke JTAPIProperties.deleteSecurityPropertyForInstance() before doing so. This method will delete the certificates from disk, and remove the related SecurityProperty from the jtapi.ini file.

This will ensure a fresh start for the new set of certificates, and help to eliminate any errors that could arise from "stale" certificates lingering around on disk.

## No ConnDisconnectedEv Event When Call Is Rejected

For CUCM version 8.5.1 and later versions, when a call is made from A (observed) to B (unobserved) from application and if call is rejected for any reason, application will get the ConnFailedEv/CallCtlConnFailedEv events for the calling party, but there might be just one connection created in JTAPI for the calling party and there might not be any ConnDisconnectedEv/CallCtlConnDisconnectedEv events for called party. In addition, the ConnDisconnectedEv/CallCtlConnDisconnectedEv events for the calling party would be generated only after the calling party device/phone clears the call which itself can take 30 secs or more. Therefore, if application does not want to wait for the Disconnect events, upon getting the Failed events, it can simply clear the call directly after catching the failure from its call.connect() request as 'PlatformExceptionImpl caught: Could not meet post conditions of connect()'.

## Caveats for Release 8.0(1)

This section lists the JTAPI caveats for Release 8.0(1).

- [Globalized Calling Party Number, on page 1828](#)
- [Conference Interaction with Chaperone Results in Unsupported Conference Chaining, on page 1828](#)
- [Wildcard Routepoint Interaction, on page 1829](#)
- [Inconsistent Address Type of ModifiedCalledAddress When a Call Is Made to a Hunt Pilot, on page 1829](#)

### Globalized Calling Party Number

This caveat is a further clarification for Globalized Calling Party Number. With 8.0(1), there have been changes to the Call Processing and CTI layers that reflect the globalized calling party values that you see on the station more accurately. There are still some serious limitations with globalized parties:

- The Globalized Calling Party Number is available on the called side.
- The Globalized Calling Party Number is determined only when the call is offered. This applies to basic calls and for calls involving features.
  - The Globalized Calling Party Number does not change, even if the calling party changes. This is a clarification for the existing caveat Globalized Calling Party Number.
- Globalized Calling Party will be applicable if the call is redirected, whether performed prior to call being connected or after call is connected.
- Globalized Calling Party will not be provided after the these features are completed: Transfer, Conference, Unpark, Auto Call Pickup.

### Conference Interaction with Chaperone Results in Unsupported Conference Chaining

If both caller and Chaperone complete conference, where caller completes conference before chaperone then the scenario results in Conference Chaining. As of release 8.0(1), such scenarios are not supported by JTAPI and currently connections for all the parties along with ConferenceChain connection are shown in a single call.

For example, A calls B; call is intercepted by Chaperone (C1) which further consults B for conference. Before Chaperone completes conference, Caller(A) goes ahead and consults X for conference and completes the conference. After this, Chaperone(C1) completes the conference. This scenario would result in unexpected behavior from JTAPI Perspective. JTAPI could send CiscoConferenceStartedEv along with CiscoChainAddedEv. Also, after the conference, JTAPI shows connections for two Conference chains, A(caller), B, X, and C1(Chaperone) in the same call.

This will be fixed in future releases by having connections of caller and X in one call which is chained to a different call with connections for C1 and B. The fix requires changes in multiple components which are tracked with CDETS: CSCtc76213(CTI), CSCtc76222(TSP), CSCtc76223(Conference)



## Wildcard Routepoint Interaction

Before 8.0(1), Wildcard Routepoint scenarios were not supported by JTAPI. This behavior is maintained in this release, in the spirit of Backward Compatibility, but is still unsupported. A new Service Parameter has been introduced in 8.0(1), WildCardDN as Called Party, which fixes several issues in the call model for Wildcard Routepoint scenarios. When this service parameter is turned on, Wildcard Routepoints are fully supported by JTAPI.

## Inconsistent Address Type of ModifiedCalledAddress When a Call Is Made to a Hunt Pilot

When a call is made to a Hunt Pilot, although the API call `getCurrentCallingAddress()` will return an address of type `CiscoAddress.HUNT_PILOT`, the address type of the address returned by the API call `getModifiedCalledAddress()` will not be `CiscoAddress.HUNT_PILOT`.

This is because the modified address, as the name suggests, might be modified by application and `getType()` on modified address would return `CiscoAddress.UNKNOWN` or `CiscoAddress.INTERNAL` and JTAPI currently has no way to determine if that corresponds to a Hunt Pilot or not.

## Caveats for Release 7.0.1

This section lists the JTAPI caveats for Release 7.0.1.

- [Inconsistency in `getModifiedCallingAddress\(\)`, on page 1829](#)
- [Conference Behavior for Selected and Active Calls, on page 1829](#)
- [Change in `GlobalizedCallingParty` Behavior, on page 1830](#)

## Inconsistency in `getModifiedCallingAddress()`

When a call is made to a shared DN (Address shared) on two Terminals (A and B), configured with different Calling Party Transformation CSS, and try to transform the Calling Party differently through two different Calling Party Transformation Patterns, then JTAPI does not provide `modifiedCallingParty` consistently. In such a scenario, both devices send localization signals to call control to transform the calling party number and the one picked by call control first is used to transform the same and JTAPI returns that through `getModifiedCallingAddress()`.

For Example, +918055552222 (Globalized Calling Party) calls JTAPI observed shared Line 3100 on Terminals A and B. Device A is configured to transform the calling party by removing International escape character where as, B is configured to transform the calling party by removing International Escape Character and country code 91. Then JTAPI cannot guarantee whether `getModifiedCallingAddress()`, that is, the Localized Calling Party, will return 918055552222 or 8055552222.

## Conference Behavior for Selected and Active Calls

Following is the behavior when application issues conference request but selected and active calls are not part of the conference request:

Active Call on a Terminal is always added to the resulting conference when conference is invoked on a call on any address on that terminal.

Consider B1 and B2 are addresses on same terminal

A --> B1- GC1

C --> B1- GC2

D --> B2- GC3 (active call)

The application invokes GC1.conference(GC2) and results in A-B1-C-D in conference with GC1, although call with D was not part of the conference request.

Active conference call on a terminal is added to the resulting conference when conference is invoked on a call on any line on that terminal. In this case, the active conference call becomes the surviving final call (provided the application specified primary call is not a conference call). In this scenario, the application specified primary call is cleared after the conference. It is possible that the application specified primary call may not join the resulting conference and in that case the call is not cleared after conference is over.

Consider B1 and B2 are addresses on the same terminal and conf1 is a conference call with A-B1-C in conference with B1 as the controller

B1 --> D - GC1 (on hold)

conf1 - GC2 (active call)

B2 --> E - GC3 (on hold)

The application invokes GC1.conference(GC2, GC3).

This results in A-B1-C-D-E in conference with GC2 as the surviving call. Although application had specified GC1 to be the primary call, GC1 does not survive after the conference.

The same behavior applies for user selected calls that are not part of the conference request, but become part of the resulting conference as mentioned above.

The same behavior would apply to a regular conference with common controller. Consider A, B, C, D as lines on different terminals

A-->B - GC1

C-->B - GC2

D-->B - GC3 (active call)

The application requests GC1.conference(GC2). This results in A-B-C-D in conference with GC1. Although direct call with D was not part of the conference request, D will join the conference

## Change in GlobalizedCallingParty Behavior

getGlobalizedCallingParty() returns the correct globalized calling number only in case of a basic call. In a scenario where A calls B, B answers. A and B are connected. In this case, if application requests for getGlobalizedCallingParty(), the API returns the globalized number for A. In case of features such as transfer or redirect where any of the party gets updated, getGlobalizedCallingParty() may not return the correct globalized number.

## Caveats for Release 6.0.1

This section lists the JTAPI caveats for Release 6.0.1:

- [Call History Might Get Lost When AAR Routes Over QSIG Trunk](#), on page 1831
- [Different Event Order If Consult Call Initiated on SIP Device](#), on page 1831

### Call History Might Get Lost When AAR Routes Over QSIG Trunk

When a call is forwarded due to insufficient bandwidth (Call Forward No Bandwidth - CFNB) to another cluster over a trunk or gateway using QSIG, call history might get lost. If Phone A calls Phone B, which is in a low bandwidth location, with CFNB set to forward calls to Phone C, which is in a different cluster, and the QSIG protocol is used on the trunk/gateway, then the original called party and the last redirecting party might not get passed to the destination party.

### Different Event Order If Consult Call Initiated on SIP Device

Scenario: Terminal A initiates a call to the shared line B/B' and which Initiates a consult call to Terminal C.

- If the Shared Line is SIP device then the call events are :
  - B (active) receives: **CallCtlTermConnHeldEv > CiscoTermConnSelectChangedEv > CallActive**
  - B' (remote-in-use) receives: **CiscoTermConnSelectChangedEv > CallActive > CallCtlTermConnHeldEv**
- If the Shared Line is SCCP device then the call events are:
  - **CiscoTermConnSelectChangedEv > CallCtlTermConnHeldEv > CallActive** on both the Terminals.

## Caveats for Release 5.0

This section lists the JTAPI caveats for Release 5.0:

- [SRTP Support](#), on page 1832
- [Partition Support](#), on page 1832
- [TLS Security](#), on page 1832
- [CiscoFeatureReason](#), on page 1832
- [Unicode Issue in Calls Involving SIP Trunks](#), on page 1832
- [Join Across Lines: Conference Two or More Addresses on Same Terminal](#), on page 1833
- [JTAPI Exposes Incorrect Information with getCallingAddress\(\) and getCalledAddress\(\)](#), on page 1834

## SRTP Support

The default sRTP policy used by IPPhones is different from the one published (standard) as part of libSRTP code. libSRTP code is a free download, available at <http://srtp.sourceforge.net/download.html>. If the correct srtp policy is not used, the end result is no audio at both ends.

The srtp\_policy is used by media terminating endpoint to create a crypto context. It should match to encrypt and decrypt packets sent/received by IPPhones/CTIPorts. Phone is using one hardcoded srtp\_policy for all phone types including sip phones.

```
policy->cipher_type = AES_128_ICM;policy->cipher_key_len = 30;
policy->auth_type = HMAC_SHA1;
policy->auth_key_len = 20;
policy->auth_tag_len = 4 ; // changed to 4 from 10;
policy->sec_serv = sec_serv_conf_and_auth;
```

JTAPI clients doing their own media termination with SRTP, must use the above policy to create a crypto context. The default policy published as part of libSRTP (the standard policy documented as part of RFC) is not same as used by Cisco Unified IP Phone. Phones use the modified one to optimize the bandwidth. The sRTP policy must be part of negotiation between the endpoints but right now only one is supported and ccm does not support the negotiation, hence applications need to use the above policy to terminate media.

## Partition Support

When same Directory Number with different partitions exist in a CallManager, getAddress(String number) API in JTAPI normally returns the first matching Address object which has the same Directory Number. This is done to maintain BWC in case of no partitions configured in the system.

## TLS Security

When client certificate is installed, server certificates are also downloaded from CallManager TFTP server. However, server certificate is only verified for correct signature and server trust is not established. Hence it is recommended that first time download of certificate is done in trusted network.

## CiscoFeatureReason

When a call redirected across a GW is offered at an address, getCiscoFeatureReason() returns REASON\_FORWARDNOANSWER.

Within the same cluster when a call is redirected, the redirect destination sees REASON\_REDIRECT as the CiscoFeatureReason. However, when a call is redirected across a cluster, through a Q.931 trunk, at the redirect destination getCiscoFeatureReason() returns REASON\_FORWARDNOANSWER(as per Q.931 standard).

Scenario: A, B and C are registered to 3 clusters. A calls B, B answers and redirects the call to C. When call is offered at C, getCiscoFeatureReason() will return REASON\_FORWARDNOANSWER.

## Unicode Issue in Calls Involving SIP Trunks

In SIP call scenarios, where the call comes back to the call manager from the SIP proxy over a SIP trunk, since the call manager is totally dependent on the SIP, messages to populate any names and since the SIP protocol has no way of populating both ASCII and Unicode, the passed-in name is just ASCII and the same

gets sent to JTAPI. Hence, in such call scenarios, the user will not be able to see Unicode names since this is not under the control of JTAPI.

As a result the following APIs on CiscoCall interface will return only ASCII values instead of Unicode in such scenarios.

```
public String getCurrentCalledPartyUnicodeDisplayName();public String
getCurrentCallingPartyUnicodeDisplayName();
```

For SIP phone specific issues please refer to differences in SIP support section.

## Join Across Lines: Conference Two or More Addresses on Same Terminal

For Unified Communications Manager releases 6.x and 5.x, if applications try to conference two or more addresses on the same terminal, based on the order of participants in the request, application may receive `CiscoJtapiException.CONFERENCE_INVALID_PARTICIPANT` for the conference request and later the conference may be created successfully with some of the participants. In such a case, there is no guarantee which one of them joins the conference. But the conference is created with only one of the address on a terminal and others are ignored. This depends on how this feature request is processed in different CUCM releases.

Below are the details of two scenarios affected:



**Note** This issue has been resolved in 7.x using CSCsj06488 and CSCsj06533.

1. Consider B1 and B2 are different address on the same terminal TB.

A ->B1 - GC1

A ->B2 - GC2

A ->C - GC3

Application issues a conference request `GC1.conference(GC2, GC3)`

In 5.x and 6.x, application will receive `CiscoJtapiException.CONFERENCE_INVALID_PARTICIPANT`, however A, B1, C come into conference, and the normal set of events delivered in a conference scenario are seen like mentioned below:

GC1 CiscoConferenceStartEv

GC2 TermConnDroppedEv TB

GC2 CallCtlTermConnDroppedEv TB

GC2 ConnDisconnectedEv B1

GC2 CallCtlConnDisconnectedEv B1

GC1 CallCtlTermConnTalkingEv TB

GC2 CiscoCallChangedEv

GC1 ConnCreatedEv C

GC1 ConnConnectedEv C

GC1 CallCtlConnEstablishedEv C

GC1 TermConnCreatedEv TC

GC1 TermConnActiveEv TC

GC1 CallCtlTermConnTalkingEv TC

GC2 TermConnDroppedEv TC

GC2 CallCtlTermConnDroppedEv TC

GC2 ConnDisconnectedEv C

GC2 CallCtlConnDisconnectedEv C

GC2 CallInvalidEv

GC1 CiscoConferenceEndEv

2. Consider B1 and B2 are different address on the same terminal TB.

A ->B1 - GC1

A ->B2 - GC2

A ->C - GC3

Application issues a conference request `GC3.conference(GC1, GC2)`

In 5.x, Application will not receive any exception and the request would be processed successfully. A, C, B1 would be in conference along with the regular set of conference events.

In 6.x, Application will receive `CiscoJtapiException.CONFERENCE_INVALID_PARTICIPANT`, however A, C, B1 come into conference, and the normal set of events delivered in a conference

## JTAPI Exposes Incorrect Information with `getCallingAddress()` and `getCalledAddress()`

In some scenarios where feature works on multiple calls (pickup, transfer, conference and so on) depending on Event Order or the parties observed, JTAPI may end up reporting incorrect call information to the applications. These scenarios are ones where surviving call is initially not there in JTAPI's provider domain or in scenarios where `SurvivingCall` goes invalid and is recreated in the middle of the feature operation. For such survivingCalls, JTAPI does not report correct information with `getCallingAddress()` and `getCalledAddress()`. Some of these scenarios are:

1. Transfer - A calls B; B transfers the call to C and application is observing only C
2. HuntList Transfer - In 8.x release if transfer is done, then surviving call can go invalid and recreated if caller is not observed.
3. Pickup scenario where `survivingCall` goes invalid and is recreated in middle of the feature
4. UnPark scenarios where caller is not observed and service parameter, `Preserve globalCallId for Parked Calls`, is set to true.

In general, this issue can happen with scenario where `survivingCall` is not in provider's domain initially or if is there and goes `Invalid(CallInvalidEv` is sent) and is recreated(`CallActiveEv` is sent) during the feature operation.

# Caveats for Release 4.1

This section lists the JTAPI caveats for Release 4.1:

- [FAC-CMC, on page 1835](#)
- [setConferenceController, on page 1835](#)
- [Interval During DTMF Digits, on page 1836](#)
- [Shared Lines Support, on page 1836](#)
- [CP Requires Previous Calls on the Device to Be in Connected Call State , on page 1836](#)
- [CallInfo for Calls on QSIG Trunk, on page 1836](#)

## FAC-CMC

1. Forwarding should not be configured to a DN that requires FAC-CMC code. Forwarding requests will be successful, but calls will not be forwarded to these DNs and will be rejected.
2. Application should always terminate the code with #, otherwise system waits for T302 timer before extending the call. For these cases, application could get `postConditionTimeOut` exception for `call.connect()` or `call.consult()` but call may actually be offered. If apps need to avoid this, either all the digits with # terminated string are entered with post condition timeout (which is by default 15 sec in JTAPI Prefs UI) in the `PlatformException` or increase the postcondition timeout.
3. Two identical `CiscoToneChangedEvents` are sent to applications and second one needs to be ignored if both the codes are entered with # separated upon receiving the first event.

## setConferenceController

The party that starts a conference by adding a new party acts as the original conference controller. Only the original conference controller can add new parties into the conference. If the original conference controller drops out of the conference, no other party in that particular conference call can add a new party. Although the conference controller cannot be changed while a conference call is going on, applications can determine which `TerminalConnection` acts as the conference controller when initially setting up a conference call via the `CallControlCall.setConferenceController()` method. The `CallControlCall.getConferenceController()` method returns the current conference controller, or null if there is none. If no conference controller is set, the implementation chooses a suitable `TerminalConnection` when the conferencing feature is invoked."

Consider the following scenario as an example:

A, B, C, and D belong to a conference call and all are in the TALKING state. A acts as the conference controller. A attempts to use the `SetConferenceController` API to change the conference controller to B, gets no error, and drops out of the conference. B then tries to add a new party, E, into the conference but cannot do so.

```
conference(Call[])
```

Applications can control which `TerminalConnection` acts as the conference controller when setting up a conference call via the `CallControlCall.setConferenceController()` method. The `CallControlCall.getConferenceController()` method returns the current conference controller, or null if there is none. If no conference controller is set initially, the implementation chooses a suitable `TerminalConnection`

when the conferencing feature is invoked. Only the original conference controller can add new parties to a conference call. Attempting to change the conference controller while a conference is going on will not take effect; however, no error gets thrown in the `setConferenceController` API

## Interval During DTMF Digits

As per fix for CSCef05359, Change `PlayDTMF` to allow applications specify the time delay, now applications can configure the time delay during DTMF digits through Admin page, Service parameter, generate DTMF delay, for call Manager.

## Shared Lines Support

Cisco JTAPI does not support configuration of same Directory Number from different partitions on the same or any device but configuration of different Directory Number from different partitions on the same device as well as different devices is supported.

## CP Requires Previous Calls on the Device to Be in Connected Call State

CP requires previous calls on the device to be in connected call state before answering further calls on the same device. If calls are answered without checking for the call state of previous calls on the same device, then CTI might return a successful answer response but the call will not go to connected state and needs to be answered again. See DDTS CSCee17001 for more details.

## CallInfo for Calls on QSIG Trunk

Call info on a call across a QSIG gateway is not consistent. Due to the limitations in the protocol, application would see inconsistent values for `call.getLastRedirectingAddress()` and `call.getCalledAddress()` for calls across QSIG trunks.

Refer to CSCee74730, CSCee59084, CSCee70747 and CSCsk62441 for details.

## Caveats for 4.0

This section lists the JTAPI caveats for Release 4.0:

- [Extra Connection with Wild Card DN, on page 1837](#)
- [CallInfo in Barge Scenario, on page 1837](#)
- [CallInfo Issues When Caller Redirects Call, on page 1837](#)
- [Translation Pattern and Presentation Indication Interaction, on page 1837](#)
- [Extra TermConnHeld Events, on page 1837](#)
- [Transfer and Conference Interaction, on page 1837](#)
- [Dropping a Call on Shared Lines, on page 1838](#)
- [Barge Call, on page 1838](#)



- [Null lastRedirectingAddress, on page 1838](#)
- [Devices Configured with Same CLI, on page 1838](#)
- [Current Called Address, on page 1839](#)

## Extra Connection with Wild Card DN

JTAPI may create extra connection when Call is made wild card DN. See the release note of DDTS CSCeb57849 for scenarios.

## CallInfo in Barge Scenario

CallInfo is not updated when Barge Initiator Drops the Call. See the release note of DDTS CSCec23359 for scenarios.

## CallInfo Issues When Caller Redirects Call

In this scenario A calls B, A redirects to C and application is monitoring only C, the calling and called address would be B and C and the calling terminal would be terminal A.

## Translation Pattern and Presentation Indication Interaction

JTAPI has `getCalledAddressPI` and `getCurrentCalledAddressPi` interfaces to receive the PIs of the originalCalled and Called parties. While making a call through a Translation Pattern, if the pattern modifies the PIs of the CalledParty, the `getCalledAddressPI` continues to reflect the earlier PI while the `getCurrentCalledAddressPI` shows the PI as set at the pattern. Refer DDTS CSCec58085 for more details.

## Extra TermConnHeld Events

Applications may some times see an extra `TermConnHeld` Event on Controller during Transfer and Conference scenario. For transfer scenario this extra `TermConnHeldEvent` is sent on controller before `TermConnDropped` is sent. For conference scenario, for primary controller which remains in the call, this event is sent before `TermConnTalking` is sent, and for controller which is dropped from conference, it is sent before `TermConnDropped` is sent. Refer DDTS CSCec55257 for more details.

## Transfer and Conference Interaction

- 9.1.6.1—in JTAPI whenever transfer is done to connect a normal call to a `ConferenceCall`, the `GlobalCallId` of Conference Call always survives irrespective of how the transfer is performed (whether on `Call1` or `Call2`).
- 9.1.6.2—during transferring of conference scenario, it is possible External Connection creation events are delivered before `CiscoTransferStartedEv`, however, Call Merge events are still delivered within `CiscoTransferStart` and `CiscoTransferEnd` boundary.
- 9.1.6.3—during transferring of conference scenario, if transfer-destination is not observed by the JTAPI Application, the `LastRedirectingParty` is not updated. For example, if A, B, C are in conference, C (Transfer controller) transfers call to D, and D (Transfer-destination) is not observed by JTAPI, then

LastRedirectingParty of the call remains unchanged after Transfer is completed. Ideally after Transfer is completed, LastRedirectingParty is updated to Transfer controller.

## Dropping a Call on Shared Lines

If there is heldCall on SharedAddress (SharedLine) and application is not observing all the terminals of SharedLine, then Connection.disconnect() using SharedAddress's connection does not drop the call. The is left with connections of OtherParty in the call. To drop the call, the application must use either Call.drop() or manually disconnect call from non observed terminals. In other words, if there is HeldCall on SharedAddress, then for the terminals that is not in Application's control, call must be dropped manually. For details, refer DDTS CSCed06910.

## Barge Call

In a Barge Call, when

1. Barge target holds
2. Barge target does a consult conference or arbitrary Conference
3. The OtherParty drops the call
4. Barge target initiate transfer, arbitrary transfer or BlindTransfer
5. Barge target parks the call
6. Barge target Idiverts the call
7. Barge target redirects call

Then, Initiators TerminalConnection/CallCtlTerminalConnection is dropped as result of above operations. However, CallCtlCause for these TermConnDropp/CallCtlTermConnDrop would be Cause\_Normal. JTAPI is unable to provide specific cause such as Cause\_Redirect for #7 above.



### Note

Initiator is the party that presses the Barge key to barge into a call. Target is where Initiator Barges, OtherParty is address which not Initiator/Target. For details, refer DDTS CSCed07230.

## Null lastRedirectingAddress

Call.getLastRedirectingAdress() returns null when only the redirecting address is observed. The call goes to INVALID state after redirect request and if application calls the above interface after redirecting the call it would see null. For details, refer CSCee92111.

## Devices Configured with Same CLI

In a conference scenario, where conference controller is observed by JTAPI and other two calls are from devices configured with same the CLI (Directory Number), JTAPI creates one connection. So, when conference is completed, it has only two connections in the call instead of three. If the conference is completed using conference() API, a post condition timeout exception is thrown. For details, refer DDTS CSCeh05723.

## Current Called Address

CiscoCall.getCurrentCalledAddress() returns null before the call is offered to the called address. In earlier releases, this used to return Unknown address. Applications must handle null or Unknown address returned for CiscoCall.getCurrentCalledAddress().





## APPENDIX **H**

# Deprecated API

This appendix lists the APIs, fields, and methods that have been deprecated. A deprecated API is not recommended for use, generally due to improvements, and a replacement API is usually given. Deprecated APIs may be removed in future implementations.

- [Deprecated Interfaces, on page 1841](#)
- [Deprecated Fields, on page 1841](#)
- [Deprecated Methods, on page 1842](#)

## Deprecated Interfaces

`com.cisco.jtapi.extensions.CiscoRouteAddress`

This interface has not been implemented.

## Deprecated Fields

### Deprecated fields

`com.cisco.jtapi.extensions.CiscoAddress.APPLICATION_CONTROLLED_RECORDING`

`com.cisco.jtapi.extensions.CiscoAddress.DEVICE_CONTROLLED_RECORDING`

These constants are deprecated. Applications that upgrade to Release 9.0 or later releases should use the new `SELECTIVE_RECORDING` constant and not the deprecated `APPLICATION_CONTROLLED_RECORDING` and `DEVICE_CONTROLLED_RECORDING` constants. In Release 9.0 or later releases Unified CM and JTAPI never return the `DEVICE_CONTROLLED_RECORDING` constant.

`com.cisco.jtapi.extensions.CiscoProviderCapabilityChangedEv.MODIFY_CGPN`

This constant is not returned by any interface, should not be used by application.

`com.cisco.jtapi.extensions.CiscoProviderCapabilityChangedEv.MONITOR_PARKDN`

This constant is not returned by any interface, should not be used by application.

`com.cisco.jtapi.extensions.CiscoProvCallParkEv.REASON_CALLPARKREMAINDER`

This interface is deprecated due to a spelling error. Use the new interface `REASON_CALLPARKREMINDER`.

**Deprecated fields**

com.cisco.jtapi.extensions.CiscoFeatureReason.REASON\_PARKREMAINDER

Use REASON\_PARKREMINDER.

com.cisco.jtapi.extensions.CiscoProviderCapabilityChangedEv.SUPERPROVIDER

This constant is not returned by any interface, should not be used by application.

## Deprecated Methods

**Deprecated methods**

com.cisco.jtapi.extensions.CiscoTermDataEv.getData()

Use byte[] getTermData

com.cisco.jtapi.extensions.CiscoJtapiException.getErrorDescription(int)

Use String getErrorDescription (); instead.

com.cisco.jtapi.extensions.CiscoJtapiException.getErrorName(int)

Use String getErrorName (); instead.

com.cisco.jtapi.extensions.CiscoConsultCallActiveEv.getHeldTerminalConnection()

Replaced by CiscoConsultCall.getConsultingTerminalConnection()

com.cisco.jtapi.extensions.CiscoCall.getLastRedirectingPartyInfo()

- use getLastRedirectedPartyInfo();

com.cisco.jtapi.extensions.CiscoAddress.getRegistrationState()

This method has been replaced by the getState() method.

com.cisco.jtapi.extensions.CiscoTerminal.getRegistrationState()

This method has been replaced by the getState() method.

com.cisco.jtapi.extensions.CiscoMediaTerminal.register(InetAddress, int)

com.cisco.jtapi.extensions.CiscoTerminal.sendData(String)

com.cisco.jtapi.extensions.CiscoJtapiProperties.setSecurityPropertyForInstance(String, String, String, String, String, String, String, String, boolean)

This method is replace by overloaded method setSecurityPropertyForInstance which takes an extra parameter certStorePassphrase, a passphrase for java key store. This method might have some security vulnerability.

com.cisco.services.tracing.TraceManager.setSubFacilities(String[])

and replaced with TraceManager.addSubFacilities method

**Deprecated methods**

`com.cisco.services.tracing.implementation.TraceManagerImpl.setSubFacilities(String[])`

replaced by `addSubFacilities(String[])`

`com.cisco.services.tracing.TraceManager.setSubFacility(String)`

and replaced with `TraceManager.addSubFacility` method

`com.cisco.services.tracing.implementation.TraceManagerImpl.setSubFacility(String)`

replaced by `addSubFacility(String)`

`com.cisco.jtapi.extensions.CiscoJtapiProperties.updateCertificate(String, String, String, String, String, String, String, String)`

This method is replace by overloaded method `updateCertificate` which takes an extra parameter `certStorePassphrase`, a passphrase for java key store. This method might have some security vulnerability.

`com.cisco.jtapi.extensions.CiscoJtapiProperties.updateServerCertificate(String, String, String, String, String)`

This method is replace by overloaded method `updateServerCertificate` which takes an extra parameter `certStorePassphrase`, a passphrase for java key store. This method might have some security vulnerability.

