VTGO-PC API

Programmers Reference Guide

February 2011

Introduction

VTGO API is a COM inteface into IP blue VTGO-PC (API edition) softphone. 3rd party applications can send commands to softphone and receive events.

Methods

bool RunProgram ()
> Starts softphone application.

bool RunProgramSilentMode()
> Starts softphone application in minimized (hidden) mode.

bool ShowApp(bool bShow)
> If softphone is running, minimizes (hides) or restores (shows) softphone window.

bool ExitProgram()
> Terminates softphone application

bool AnswerCall(long nCallID)
> Answers incoming call specified call ID.

bool EndCall()
> Hangs up active call.

bool HoldCall()
> Puts active call on hold.

bool ResumeCall(long nCallID)
> Resumes held call by specified call ID.

bool MakeCall(string sDestination)
> Initiates call to the specified destination from the first available (idle) line

bool MakeCallLine(long nLineID, string sDestination)
> Places a new call to the destination from specified line

bool Redial()
> Redials last dialed destination

bool OffHook()
    Takes first avaiable line offhook

bool OffHookLine(int nLineID)
    Takes specified line offhook

bool OnHook()
    Puts phone onhook

bool OnHookLine(int nLineID)
    Takes specified line onhook

bool SendSoftkey(string sSoftkey, int nLineID, int nCallId)
    Sends specified softkey in the context of the specified line and/or call ID. Valid
    softkeys are "redial", "newcall", "hold", "transfer", "cfwdall", "endcall",
    "resume", "answer", "conference", "park", "join", "meetme", "pickup",
    "grouppickup", "droplastconferee", "callback", "barge", "cbarge", "dnd",
    "divertall", "idivert", "watch", "intercept", "transfervmail".

bool SendDTMFKey(string sDTMFKey)
    Sends DTMF to the other party. Valid keys are 0,1,2,3,4,5,6,7,8,9,*,#.
    Single DTMF tones, as well as sequences (e.g. "12345") can be sent.

bool Messages()
    Initiates call to voicemail system

bool CallPark()
    Parks active call. Call park destination is reported via CallParkReturned event.

bool Pickup()
    Answers incoming call within predefined pickup group

bool MeetMe(string sDestination)
    Dial into meet-me conference bridge as specified by destination

bool SnapShot()
    Commands softphone to report its lines and speeddials state and information.
    The following events will be generated by softphone in response to SnapShot
    command:
        SnapShotStart
        LineUpdate
        LineUpdate
        …

SpeeddialUpdate
SpeeddialUpdate
…
SnapShotEnd

bool AdjustSpeakerVolUp()
        Increases speaker volume by 10%

bool AdjustSpeakerVolDown()
        Decreases microphone volume by 10%

bool AdjustMicVolUp()
        Increases microphone volume by 10%

bool AdjustMicVolDown()
        Decrease microphone volume by 10%

bool MuteMic(bool bMute)
        Mutes or unmutes microphone.

bool PlayFile(string sWavFileName)
        Plays audio from specified wav file to the other caller

bool Transfer(string sDestination)
        Performs one-step transfer to the specified destination

bool SupervisedTransfer(string sDestination)
        Initiates consultative transfer to the specified destination.

bool SupervisedTransferCommit()
        Commits (completes) initiated consultative transfer

bool Conference(string sDestination)
        Performs one-step consultative call to the specified destination

bool InitiateConference(string sDestination)
        Initiates conference call to the specified destination

bool CompleteConference()
        Commits (completes) initiated conference

bool RemoveLastConferee()
        Removes last conferenced party from conference.

bool VoiceWithSmile(bool bActivate)

bool RecordCall(int nCallID)
> Records active call identified by call ID

bool RecordCalls(bool bEnable)
> Commands softphone to record or not record all calls.

bool StartRecording(bool bStart)
> Commands softphone to record or not record active call.

bool RecordingDir(string sDirectoryPath)
> Specifies destination for recording files.

bool RecordingFile(string sFileName)
> Specifies short file name for recording file, to overwrite default recording file naming.

bool MonitorTonesAdd(long nToneID, long nMinPeriodOn, long nMinPeriodOff,
> long nFreq1, long nFreq2, long nFreq3, long nFreq4, long nMinAmpDB)
> Adds tone definition for tone detection in incoming audio stream. Detected tones are reported via ToneDetected event.

bool MonitorTonesClear()
> Clears all tones definitions.

bool MonitorDTMF(bool bEnable)
> Enables or disables monitoring for in-band DTMF tones in incoming audio stream.

bool RestartRecordingOnTone(int nToneID, bool bRestart)
> Commands softphone to restart call recording if a specific tone is detected in incoming audio stream.

bool RestartRecordingOnSilence(int nSilenceIntervalSec, bool bRestart)
> Commands softphone to restart call recording if silence of specific minimum length is detected in incoming audio stream.

bool GetIncomingVoiceEnergy(int nCallRef, int nIntervalSec,
> out int nArraySize, out variant vArrayValues)
> Requests information about incoming voice energy detected on specific call ID (from last 10 calls).   nIntervalSec defines how granular returned data will be (min value is 1 sec). Out param nArraySize specifies how many samples be

returned in the array, out array vArrayValues contains array of energy values (longs).

int GetConferenceInfo(int nConferenceCallID, int nTimeoutSec,
out int nParticipantsCount, out int bConferenceOriginator)
Returns conference call count and whether or not this party is conference originator. nTimeoutSec parameter specifies timeout to wait for the conference call information, if timeout occurs, function return 1.

bool GetConferenceParticipantInfo(int nConferenceCallID, int nParticipantIndex,
out int nParticipantCallID, out string nParticipantExtention)
Returns conference call participant information, as identified by conference call ID and participant index.

bool RemoveConferenceParticipant(int nConferenceCallID, int nParticipantCallID)
Removes a conference participant from conference call.

bool EnableLineRinging(int nLineID, bool bEnable)
Enables or disables audible ringing on the specified line

bool StopRinging()
Silences audible notification of currenly ringing call.

vents

PeerConnected()
>   API client is connected to the running softphone

PeerLost()
>   API client is disconnected from softphone

ConnectionKeepAlive()
>   Keep-alive messages has been exchanged with CallManager

CallParkReturned(string sDestination)
>   Call has been parked on Park DN sDestination

CallRecordingSaved(int nCallID, string sRecordingFullFileName)
>   Call recording file for call identified by nCallID has been saved in file
>   sRecordingFullFileName.

ConnectionStateChanged(int nNewState)
>   Softphone connection to CallManager changed (0 – disconnected, 1 - connected)

DestinationBusy(int nCallID)
>   Called destination is busy.

DestinationHangUp(int nCallID)
>   Other party ended the call.

DestinationPickUp(int nCallID)
>   Other party answered the call.

DTMFDetected(int nDTMF)
>   DTMF has been detected in the inbound audio stream.

ToneDetected(int nToneID)
>   Specified tone has been detected in the inbound audio stream.

IncomingCall(int nCallID, string sLineExt, string sCallerID)
>   Incoming call is ringing

LineUpdate(int nLineID, int nCallID, string sLineLabel As String, string sLineExt,
>   int nNewState, string sOtherParty, int nDirection, int nMWI, int nButtonID)

Reports line state; new state is Idle = 0, OffHook = 1, OnHook = 2, RingOut = 3, RingIn = 4, Connected = 5, Busy = 6, Congestion = 7, Hold = 8, CallWaiting = 9, CallTransfer = 10, CallPark = 11, Proceed = 12, CallRemoteMultiline = 13, InvalidNumber = 14

SpeedDialUpdate(int nSpeeddialID, string sLabel, int nReserved, int nButtonID)
Reports speeddial button definition.

MWI(int nState, int nLineID)
Message Waiting Indicator state changed on a particular line (0=no message waiting, 1= message waiting)

SnapShotStart()
Phone line state and speeddial buttons snapshot started.

SnapShotEnd()
Phone line state and speeddial buttons snapshot finished.