

## FacetPhone UTAPI for Windows

### Using FacetPhone UTAPI (Universal Telephone API)

If you have a Windows application that includes phone numbers in its data, then you can make minor program changes to enable your users to dial from the application. You can also enable the program to select a customer screen based on the callerID of an incoming call.

In order to dial from your application you must provide your end user with a way to select the phone number to be dialed. After the selection has been made your application must start the FacetPhone dialer program, fp\_dial. See the section **Dialing Telephone Numbers** for the list of parameters to be included when starting fp\_dial.

To receive callerID information you must provide the user with a way to request callerID information when his/her phone rings. Your application would then start the FacetPhone callerID program, fp\_cid. See the section **Retrieve CallerID Information** for the parameter to be included. The fp\_cid program writes the caller id information to stdout.

### Installing FacetPhone UTAPI

Run the setup.exe file on the Windows machine on which it is to be loaded. The only user option is to select where the program will be loaded. The default directory is: C:\Program Files\FacetCorp\FacetPhone\apps. You will be prompted to enter the IP address of the FacetPhone server machine and the TCP port number used to connect to the FacetPhone server. The default TCP port is 6500. Do not change it unless you also change the port on the FacetPhone server.

Standard installation directory is: C:\Program Files\FacetCorp\FacetPhone\apps

fp\_dial        Program your application will call to dial a telephone number.

fp\_cid        Program your application calls to request callerID information.

fp\_UTAPI.cfg Configuration file used by the UTAPI programs. This contains the IP address of the FacetPhone server and the TCP port to use for communication with the FacetPhone server.

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### Dialing Telephone Numbers

The **FacetPhone** dialer program is called **fp\_dial**. The command syntax is:

```
fp_dial -d -u username -n number
```

The `-u` and `-n` are required parameters. The `-d` is for debug output. The username parameter is the user login name that was used when logging into the **FacetPhone** system. A C application program would call these two programs using the Windows C subroutine call `CreateProcess`.

### Retrieve CallerID Information

The **FacetPhone** callerID program is called **fp\_cid**. The command syntax is:

```
fp_cid -d -u username
```

The `-u` is a required parameter. The `-d` is for debug output. The username parameter is the user login name that was used when logging into the **FacetPhone** system. The sample file `app_ux.c` shows how this call would be made if your application were written in C.

If caller ID information is available, `fp_cid` will output the information to `stdout`. The format of the information is:

```
<address=19729859901><name=FacetCorp>
```

If no callerID is available, `fp_cid` will write the string "`<address=No caller id>`" to `stdout`.

### Uninstalling FacetPhone UTAPI

You uninstall the FacetPhone UTAPI by selecting Settings->Control Panel->Add/Remove Program. Select FacetPhone UTAPI software from the box and click on the remove button.

### More Information

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