



AlarmWorX64 Multimedia Callout using TAPI Protocol



APPLICATION NOTE

September 2013

Description: Guide to configuring AlarmWorX64 Multimedia to call out alarm messages using the TAPI protocol.

OS Requirement: Vista x64/ Windows 7 x64/ Windows 8 x64/ Windows Server 2008 x64/ Windows Server 2008 R2 x64/ Windows Server 2012.

General Requirement: AlarmWorX64 Multimedia version 10.8 and a TAPI-compliant Voice Modem.

Introduction

AlarmWorX64 Multimedia allows you to send out alarms through various agents such as a marquee, telephone, pager, etc. Once configured, you can use any of the agents to send out alarms to anyone using the chosen method. From version 10.6 onwards, we have support for the Telephony agent using the TAPI protocol.

This document will go through all the necessary steps to setup your phone agent to call out using the TAPI protocol.

For dial out with a TAPI modem, the following hardware has been tested. Note: this is not a recommendation or endorsement of any product.

- **Multi-Tech MT9234ZPX-PCIE** TAPI Modem. For more information about this modem, please go to:
http://www.multitech.com/en_US/PRODUCTS/Families/MultiModemZPX/

TAPI versus Dialogic

TAPI modems generally do not have onboard processors, unlike a Dialogic card, so they require more processing power from the PC to send messages than a Dialogic card. It's recommended to monitor your computer's performance when using a TAPI modem to ensure it has enough resources. You may want to consider isolating the machine with the TAPI card from the rest of your application to prevent it from starving other applications of valuable CPU cycles during periods of heavy call-out volume.

TAPI support is limited to outgoing calls only, meaning the call-in menu cannot be used with a TAPI modem. TAPI support is also limited to only a single phone line. If the call-in menu or multiple lines are required for your application you must use a Dialogic card.

In general, ICONICS has found that the Intel Dialogic card performs better than TAPI modems when it comes to AlarmWorX64 Multimedia. TAPI is presented as an option when

a Dialogic card is not available, but the Dialogic card is the ICONICS preferred solution for call-out.

TAPI Agent Installation

During your AlarmWorX64 Multimedia installation, the software tries to find drivers for a Dialogic card. If the software does not find such hardware or driver installed for it, the installation will install the TAPI phone agent instead.

Configuring the Callout Agent

Before you begin, you should make sure that UAC (User Account Control) is turned off on your computer.

1. Open Workbench and go to the **AlarmWorX64 Multimedia** provider.
2. Expand Database → **Configurations** → **Multimedia Agents** and double-click on **Telephony**.
3. The TAPI agent only supports outgoing calls, and only supports one phone line. Configure the Phone Lines reservation by checking either the "Outgoing" or "PA Calls" line for your one phone line. No incoming lines should be reserved when using a TAPI modem.

Phone Lines:	#1	#2	#3	#4	#5
Incoming	☐	☐	☐	☐	☐
Outgoing	☒	☐	☐	☐	☐
PA Calls	☐	☐	☐	☐	☐

Figure 1 - Phone Lines Reservation

NOTE: If you have more than 5 phone lines you can hit the "Advanced" button to reserve one of those lines.

4. Click on the **Advanced** button +for further TAPI settings. This will bring up the Advanced Phone Line Reservation window as shown in Figure 2.



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Phone Lines:	Incoming	Outgoing	Lease Line	PA Calls
#1	☒	☒	☐	☐
#2	☐	☐	☐	☐
#3	☐	☐	☐	☐
#4	☐	☐	☐	☐
#5	☐	☐	☐	☐
#6	☐	☐	☐	☐
#7	☐	☐	☐	☐
#8	☐	☐	☐	☐
#9	☐	☐	☐	☐
#10	☐	☐	☐	☐
#11	☐	☐	☐	☐
#12	☐	☐	☐	☐
#13	☐	☐	☐	☐
#14	☐	☐	☐	☐
#15	☐	☐	☐	☐
#16	☐	☐	☐	☐
#17	☐	☐	☐	☐
#18	☐	☐	☐	☐
#19	☐	☐	☐	☐
#20	☐	☐	☐	☐

TAPI Modem Name: **Multi-tech System**

☒ Attempt to connect on uncertain line state ☒ Give Incoming phone messages priority
☐ Auto Acknowledge successful outgoing messages

Data Access Read Timeout (msec): 2000 Number of rings before hanging up: 8
Data Access Write Timeout (msec): 2000 Forces delay on playing wav files (msec): 2000
Tapi: Sets Maximum wait time for phone connection (msec): 2000

OK Cancel

Figure 2 - Advanced Phone Line Reservation

- The "TAPI Modem Name" field must be filled in. This name can be found by going to your Windows Control Panel under the Phone and Modem options. Click OK when done.

- In the Workbench tree, expand Telephony, right-click on Call-Out Agent and select **Add → Multimedia Agent Setting**.
- Give your media item a name, select Default Telephone as Media Template, and fill in the phone number you want to call in the Phone Number to Call textbox.

Media Item Name: New Call out Agent Node: []

Description: []

Media Template: Default Telephone [] TEST

Scheduling: <NONE> []

Role: [] ☐ Enable Alarm Prioritization

Call-Out Agent settings

Phone Number to call: 112233445566

Acknowledge Code: 113

Retry: 1 (s) Retry Delay: 2 (sec)

Figure 3 - Callout Agent Settings

- Click on the **TEST** button. The call-out agent should make a call to the specified phone with a test message.

NOTE: The Test button is not supported from a remote instance of Workbench. You must launch Workbench from the same machine where AlarmWorX64 Multimedia is running in order for the test to work.

- Your Call-Out agent is ready to use. You will now need to create an action set that uses this agent. For more information on how to create an action set, please refer to the application note entitled *AlarmWorX64 Multimedia – Quick Start*.