

ISO/IEC TR 22767:2005-08 (E)

Information technology - Telecommunications and information exchange between systems - Using CSTA for SIP phone user agents (uaCSTA)

Contents	Page
Foreword	vii
Introduction	viii
1 Scope	1
2 Purpose	1
3 Normative references	2
4 Terminology	2
4.1 General terms	2
4.2 SIP/CSTA Terminology Mappings	3
5 Example Environments for uaCSTA	3
5.1 Controlling and Observing a SIP Phone	3
5.2 Controlling and Observing a SIP Phone by Augmenting B2BUA Functionality	4
5.3 Controlling a PBX Phone	4
6 Example User Agent Configurations	5
6.1 Single Line Phone UA	5
6.2 Multi Line Phone UA	6
6.3 Bridged Appearance Phone and other Advanced UA Configurations	6
7 SIP Transport Mechanism for CSTA Messages	7
7.1 Establishing a CSTA Application Session	7
7.2 Transporting CSTA Service Requests and Responses	8
7.3 Starting a Monitor and Transporting CSTA Events	9
8 uaCSTA Profiles	9
8.1 Minimal uaCSTA Call Control Profile	10
8.1.1 Services	10
8.1.2 Events	10
8.2 Basic uaCSTA Call Control Profile	10
8.2.1 Services	10
8.2.2 Events	11
8.3 Advanced uaCSTA Call Control Profile	11
8.3.1 Services	11
8.3.2 Events	12
8.4 Conferencing uaCSTA Call Control Feature Profile	12
8.4.1 Services	12
8.4.2 Events	13
8.5 Basic uaCSTA Device Feature Profile	13
8.5.1 Services	13
8.5.2 Events	13
8.6 Speaker uaCSTA Device Feature Profile	13
8.6.1 Services	13
8.6.2 Events	13
9 CSTA Calls and Connections	13
9.1 CSTA Connection State Model	14

9.2	Connection State Transitions for CSTA Calls	14
9.2.1	Incoming Call	14
9.2.2	Outgoing Call	15
10	Call Control	15
10.1	Alternate Call	15
10.1.1	Service Request	16
10.1.2	Positive Service Response	16
10.1.3	Negative Service Response	16
10.2	Answer Call	17
10.2.1	Service Request	17
10.2.2	Positive Service Response	18
10.2.3	Negative Service Response	18
10.3	Clear Connection	19
10.3.1	Service Request	19
10.3.2	Positive Service Response	19
10.3.3	Negative Service Response	19
10.4	Consultation Call	20
10.4.1	Service Request	20
10.4.2	Positive Service Response	21
10.4.3	Negative Service Response	21
10.5	Deflect Call	22
10.5.1	Service Request	22
10.5.2	Positive Service Response	22
10.5.3	Negative Service Response	23
10.6	Generate Digits	23
10.6.1	Service Request	24
10.6.2	Positive Service Response	24
10.6.3	Negative Service Response	24
10.7	Hold Call	25
10.7.1	Service Request	25
10.7.2	Positive Service Response	25
10.7.3	Negative Service Response	26
10.8	Make Call	26
10.8.1	Service Request	26
10.8.2	Positive Service Response	27
10.8.3	Negative Service Response	27
10.9	Reconnect Call	28
10.9.1	Service Request	28
10.9.2	Positive Service Response	29
10.9.3	Negative Service Response	29
10.10	Retrieve Call	30
10.10.1	Service Request	30
10.10.2	Positive Service Response	30
10.10.3	Negative Service Response	30
10.11	Single Step Transfer Call	31
10.11.1	Service Request	31
10.11.2	Positive Service Response	32
10.11.3	Negative Service Response	32
10.12	Transfer Call	33
10.12.1	Service Request	33
10.12.2	Positive Service Response	34
10.12.3	Negative Service Response	34
11	Physical Phone Features	35
11.1	Get Message Waiting Indicator	35
11.1.1	Service Request	36
11.1.2	Service Response	36
11.2	Set Message Waiting Indicator	36
11.2.1	Service Request	36
11.2.2	Service Response	37
11.3	Get Speaker Mute	37

11.3.1	Service Request	37
11.3.2	Service Response	37
11.4	Set Speaker Mute	38
11.4.1	Service Request	38
11.4.2	Service Response	38
11.5	Get Speaker Volume	39
11.5.1	Service Request	39
11.5.2	Service Response	39
11.6	Set Speaker Volume	40
11.6.1	Service Request	40
11.6.2	Service Response	40
12	Logical Phone Features	41
12.1	Get Do Not Disturb	41
12.1.1	Service Request	41
12.1.2	Service Response	41
12.2	Set Do Not Disturb	41
12.2.1	Service Request	42
12.2.2	Service Response	42
12.3	Get Forwarding	42
12.3.1	Service Request	42
12.3.2	Service Response	42
12.4	Set Forwarding	43
12.4.1	Service Request	43
12.4.2	Service Response	44
13	Monitoring Services and Events	44
13.1	Monitor Start	44
13.1.1	Service Request	44
13.1.2	Positive Service Response	45
13.1.3	Negative Service Response	45
13.2	Monitor Stop	46
13.2.1	Service Request	46
13.2.2	Positive Service Response	47
13.2.3	Negative Service Response	47
13.3	Events	47
14	Snapshot Services	48
14.1	Snapshot Device	48
14.1.1	Service Request	48
14.1.2	Positive Service Response	48
14.1.3	Negative Service Response	51
15	Discovery and System Status Services	51
15.1	Get CSTA Features	51
15.1.1	Service Request	52
15.1.2	Service Response	52
15.1.3	Negative Service Response	53
15.2	Request System Status	53
15.2.1	Service Request	53
15.2.2	Service Response	53
15.2.3	Negative Service Response	54
15.3	System Status	54
15.3.1	Service Request	54
15.3.2	Positive Service Response	55
15.3.3	Negative Service Response	55
16	ECMA-323 Illustrative Examples	55
16.1	Controlling a SIP UA	55
16.1.1	Creating an Application Session, Establishing a Monitor for a SIP Phone	56
16.1.2	Creating a Call from a SIP UA, Clearing a Call at a SIP UA	58
16.1.3	Answering and Clearing an Incoming Call at a UA	63

16.1.4	Answering an Incoming Call at a UA (no CSTA monitor or CSTA events)	65
16.1.5	Examples of Exception Conditions at a SIP UA	67
16.2	Controlling a PBX Phone	68
16.2.1	Creating an Application Session, Establishing a Monitor for a PBX Phone	69
16.2.2	Creating a Call from a PBX Phone, Clearing a Call at a PBX Phone	71
16.2.3	Answering and Clearing an Incoming Call at a PBX Phone	75
16.2.4	Examples of Exception Conditions at a PBX Phone	78
Annex A (informative) Example use of SIP and TEL URIs		80