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Macintosh Telephony Architecture (8/93)

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TOPIC -----

Telephony is the overall field of technology that includes POTs, CLASS, Cellular, Cordless, KeySystem, Centrex, Digital PBX, and ISDN. These are just a few of the telephony technologies Apple aims to support on the Macintosh platform.

DISCUSSION -----

One goal of the Apple ISDN program was to build an ISDN card as a reference point for other telephony developers. The Macintosh Integrated Telephony Architecture announced in 1991 involves the following elements:

- Telephone Tools
These are plug-in components for supporting the telephony signalling for a particular class of telephone service or switch. Implementations are through interfaces to Smart Phones, Adjunct Peripheral, or LAN-Gateways.
- Telephone Manager
This is part of the Macintosh system software.
- Screen-Based Telephone Application
Virtual Phone Set on Macintosh Desktop. These are clients of the Telephone Manager.
- Programmed Telephony Applications
Scriptable applications for automated attendants, IVR, voicemail, personal secretaries, and so on. Also clients of the Telephone Manager.
- Telephony Apple Events
An Apple event suite supported by Screen-Based and Programmed Telephony Applications.
- Telephony-Aware Applications
Mainstream, horizontal applications like PIMs, schedulers, databases, accounting applications, forms, and so on that use Telephony Apple events for access to telephony services.

For more information, consult the following:

- Telephone Manager Developer's Kit (APDA #R0145LL/A)
- 1991 World Wide Developers Conference Video Tape #139: Integrated Telephony (Available through MobilTape)
- Integrated Telephony Article in QUERY Magazine Fall 1992, Issue 7
Query is an Apple Publication for University Administrators

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