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# Service Client API Reference

Voice namespace

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Learn about the Voice namespace methods in the Service Client API.

## Methods

The Voice namespace includes the following methods:

- answer
- dial
- dialEx
- hangUp
- hold
- resume
- pauseCallRecording
- resumeCallRecording
- startCallRecording
- stopCallRecording
- isMicrophoneMute
- muteMicrophone
- unmuteMicrophone
- isSpeakerMute
- muteSpeaker
- unmuteSpeaker

answer

Signature	answer('interactionId', succeeded, failed)			
Description	Answers the incoming call.			
Parameters				
	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function

Signature	answer('interactionId', succeeded, failed)			
	Name	Type	Argument	Description
				called when the operation succeeds.
	failed	function		A function called when the operation fails.

## dial

Signature	dial(destination, userData, succeeded, failed)			
Description	Calls the destination in the same way Workspace Web Edition calls the destination from Team Communicator.			
<b>Parameters</b>	Name	Type	Argument	Description
	destination	string		The call destination number.
	userData	object		The attached user data key/value object that is updated with each interaction event.
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

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## dialEx

Signature	dialEx( <i>destination, userData, extensions, succeeded, failed</i> )			
Description	Calls the destination with the attached data and extensions.			
Parameters	Name	Type	Argument	Description
	destination	string		The call destination number.
	userData	object		The attached user data key/value object. Set an undefined or empty JSON object if you don't want to set any user data.
	extensions	object		The extensions key/value object. Set an undefined or empty JSON object if you don't want to set any extensions.
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

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## hangUp

Signature	hangUp('interactionId', succeeded, failed)			
Description	Releases the incoming call.			
Parameters	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## hold

Signature	hold('interactionId', succeeded, failed)			
Description	Holds the incoming call.			
Parameters	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

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## resume

Signature	resume('interactionId', succeeded, failed)			
Description	Resumes the held call.			
Parameters	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## pauseCallRecording

Signature	pauseCallRecording('interactionId', succeeded, failed)			
Description	Pause the call recording.			
Parameters	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

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## resumeCallRecording

Signature	resumeCallRecording('interactionId', succeeded, failed)			
Description	Resumes the call recording.			
Parameters	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## startCallRecording

Signature	startCallRecording('interactionId', succeeded, failed)			
Description	Starts the call recording.			
Parameters	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

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## stopCallRecording

Signature	stopCallRecording('interactionId', succeeded, failed)			
Description	Stops the call recording.			
Parameters	Name	Type	Argument	Description
	interactionId	string		The interaction identifier
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## isMicrophoneMute

Signature	isMicrophoneMute(succeeded, failed)			
Description	Get the mute state of the microphone of the SIP Endpoint.			
Parameters	Name	Type	Argument	Description
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## muteMicrophone

Signature	muteMicrophone(succeeded, failed)			
Description	Mute the microphone of the SIP Endpoint.			

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Signature	muteMicrophone(succeeded, failed)			
Parameters	Name	Type	Argument	Description
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## unmuteMicrophone

Signature	unmuteMicrophone(succeeded, failed)			
Description	Unmute the microphone of the SIP Endpoint.			
Parameters	Name	Type	Argument	Description
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## isSpeakerMute

Signature	isSpeakerMute(succeeded, failed)			
Description	Get the mute state of the speaker of the SIP Endpoint.			
Parameters	Name	Type	Argument	Description
	succeeded	function		A function called when the operation succeeds.

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Signature	isSpeakerMute(succeeded, failed)			
	Name	Type	Argument	Description
	failed	function		A function called when the operation fails.

## muteSpeaker

Signature	muteSpeaker(succeeded, failed)			
Description	Mute the speaker of the SIP Endpoint.			
Parameters	Name	Type	Argument	Description
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

## unmuteSpeaker

Signature	unmuteSpeaker(succeeded, failed)			
Description	Unmute the speaker of the SIP Endpoint.			
Parameters	Name	Type	Argument	Description
	succeeded	function		A function called when the operation succeeds.
	failed	function		A function called when the operation fails.

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