

# Web Client CTI Overview

Network PBX Web Client can be used in either softphone mode or CTI mode. This topic describes what is softphone mode and CTI mode, what call operations you can do in each mode, and compatible IP phones.

## Softphone mode

A softphone is a software-based phone that is equivalent to a traditional deskphone, which allows you to make and receive calls over the Internet via a computer. A softphone not only has all the features of a deskphone, but also has additional features typical for online messaging, such as chat, video call, extension presence, etc.

If you don't have a deskphone in the office, you can set Network PBX Web Client to softphone mode. In this way, you can perform the following operations to manage phone calls on your computer:

- Make/End a call
- Make a second call
- Answer/Reject a call
- Mute/Unmute a call
- Transfer a call (attended transfer and blind transfer)
- Record a call
- Hold/Resume a call
- Swap hold

## CTI mode

Computer Telephony Integration (CTI) connects a computer with a telephone system, which allows you to control a phone from your computer.

If you prefer a deskphone for communication, you can set Network PBX Web Client to CTI mode. In this way, Network PBX Web Client acts as a visual control panel on which you can perform the supported call operations, whereas calls are made and received from the connected phone.

You can control IP phones via Network PBX Web Client CTI. Supported operations to manage calls via CTI vary from phone models. Refer to the following table for details.

### Note:

For CTI-compatible phones, see [Compatible link IP Phones](#) and [Compatible Fanvil IP Phones](#).

Video call is not supported under CTI mode.

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Operations	Compatible link/Fanvil IP phones	Other IP phones
Make/End a call	√	√
Make a second call	√	×
Answer a call	√	×
Reject a call	√	√
Hold/Resume a call	√	√
Mute/Unmute a call	×	×
Blind transfer a call	√	√
Attended transfer a call	√	×
Record a call	√	√
Swap hold	√	×

## Compatible link IP phones

Phone Model	Firmware Version
SIP-T21P_E2	52.84.0.125 or later
SIP-T21_E2	52.84.0.125 or later
SIP-T23P	44.84.0.125 or later
SIP-T23G	44.84.0.125 or later
SIP-T27G	69.85.0.5 or later
SIP-T29G	46.83.0.120 or later
SIP-T30P	124.85.0.15 or later
SIP-T31	124.85.0.15 or later
SIP-T31P	124.85.0.15 or later
SIP-T31G	124.85.0.15 or later
SIP-T33P	124.85.0.15 or later

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Phone Model	Firmware Version
SIP-T33G	124.85.0.15 or later
SIP-T40P	54.84.0.125 or later
SIP-T40G	76.84.0.125 or later
SIP-T41P	36.83.0.120 or later
SIP-T42G	29.83.0.120 or later
SIP-T46G	28.83.0.120 or later
SIP-T48G	35.83.0.120 or later
SIP-T41S	66.85.0.5 or later
SIP-T42S	66.85.0.5 or later
SIP-T46S	66.85.0.5 or later
SIP-T48S	66.85.0.5 or later
SIP-T41U	108.85.0.39 or later
SIP-T42U	108.85.0.39 or later
SIP-T43U	108.85.0.39 or later
SIP-T46U	108.85.0.39 or later
SIP-T48U	108.85.0.39 or later
SIP-T52S	70.84.0.70 or later
SIP-T54S	70.84.0.70 or later
SIP-T53	96.85.0.5 or later
SIP-T53W	96.85.0.5 or later
SIP-T54W	96.85.0.5 or later
SIP-T57W	96.85.0.5 or later
SIP-T56A	58.83.0.15 or later
SIP-T58	58.85.0.5 or later

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Phone Model	Firmware Version
SIP-T58W	150.86.0.5 or later
VP59	91.85.0.5 or later

## Compatible Fanvil IP phones

Phone Model	Firmware Version
X1S/X1SP	2.2.12 or later
X1SG	2.2.12 or later
X3SG	2.2.12 or later
X3U	2.2.12 or later
X2/X2P	2.14.0.7386 or later
X2C/X2CP	2.14.0.7386 or later
X3S/X3SP/X3G	2.14.0.7386 or later
X4/X4G	2.14.0.7386 or later
X4U	2.2.11 or later
X5U	2.2.11 or later
X5S	2.2.1 or later
X6	2.2.1 or later
X6U	2.2.11 or later
X7	2.2.11 or later
X7C	2.2.11 or later
X7A	2.2.0.229 or later
i56A	2.8.13 or later
A32	2.6.0.408 or later
A32i	2.6.0.408 or later
X210	2.2.11 or later



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Phone Model	Firmware Version
X210i	2.2.11 or later
X3S/X3SP Lite	2.4.5 or later
X3S/X3SP Pro	2.4.5 or later
X3SW	2.4.5 or later
X3SG Lite	2.4.5 or later
X3SG Pro	2.4.5 or later
X3U Pro	2.4.5 or later