



Control an IP Phone by Network PBX Web Client

This topic describes how to connect a compatible Yealink IP phone to Network PBX Web Client, and what operations you can do to manage phone calls on the connected phone from Network PBX Web Client.

Applications

This topic is applied to the Yealink IP phones that are compatible with Network PBX Web Client CTI.

For compatible IP phones, see [Compatible Yealink IP Phones](#).

Tip: For incompatible IP phones, refer to [Control an Incompatible IP phone by Network PBX Web Client](#) for instructions on phone control.

Background information

By enabling CTI mode on Network PBX Web Client, a Yealink IP phone with your extension registered can be connected to your Network PBX Web Client. In this way, Network PBX Web Client acts as a visual control panel whereas calls are made and received from the Yealink IP phone.

Procedure

To connect a compatible Yealink IP phone to Network PBX Web Client, you need to do as follows:

- [Step1. Set up PBX to allow control over IP phones](#)
- [Step2. Set IP phones to be controllable](#)
- [Step3. Enable CTI mode on Network PBX Web Client](#)

Step1. Set up PBX to allow control over Yealink IP phones

Contact system administrator to check if your organization's PBX server is ready.

1. Check if **uaCSTA** feature is enabled (**PBX Settings > SIP Settings > Advanced > Other Options > Enable uaCSTA connection**).

Note: **uaCSTA** feature allows you to use Network PBX Web Client to connect to and manage a compatible Yealink IP phone.

Step2. Set IP phones to be controllable

Check if your IP phone is ready for being controlled.

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1. Check if the extension registered on the IP phone is the same as that of Network PBX Web Client.

Note: Register only one account on the IP phone, or CTI feature may not work.

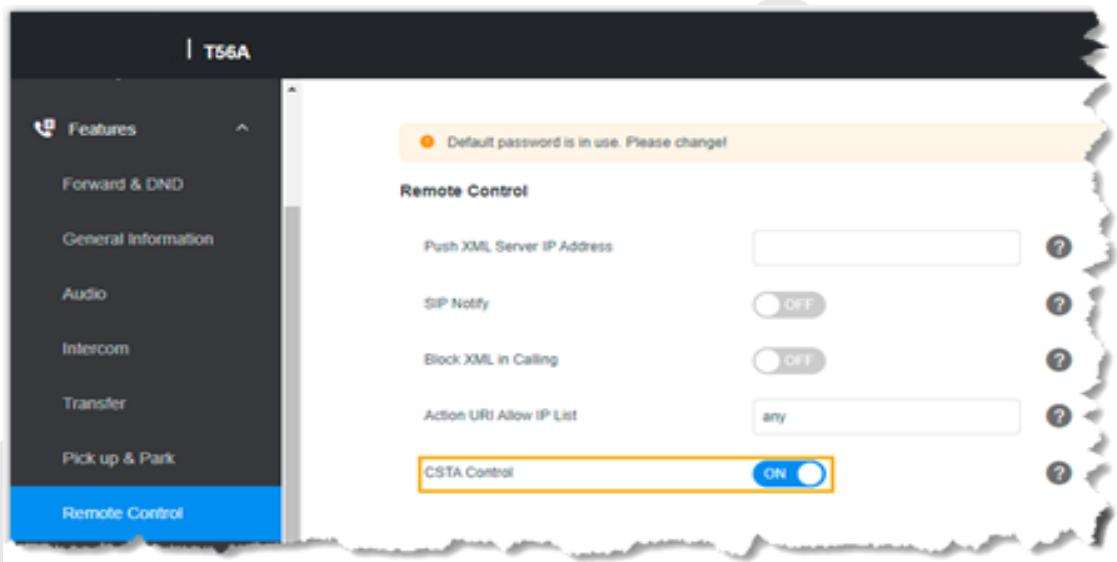
2. If system administrator has assigned your extension to the IP phone via Auto Provisioning, your IP phone is ready for being controlled.

Note: **CSTA Control** feature is enabled in the default Auto Provisioning template that is provided by PBX for your IP phone.

3. If system administrator has manually registered your extension to the IP phone, you need to enable **CSTA control** feature on the IP phone.

The following instructions take Yealink T56A as an example.

- a. Log in to the phone web interface.
- b. Go to **Features > Remote Control**.
- c. On the **Remote-Control** page, turn on the option **CSTA Control**.



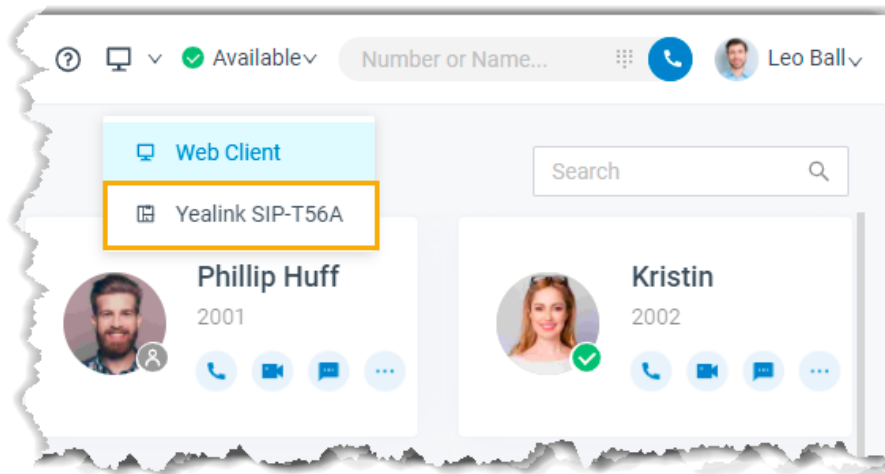
- d. Click **Confirm**.
- e. In the pop-up dialog box, click **OK** to reboot the phone.

Step3. Enable CTI mode on Network PBX Web Client

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Change Network PBX Web Client to CTI mode, so that you can use Network PBX Web Client to manage phone calls on your IP phone.

1. Log in to Network PBX Web Client.
2. At the top toolbar, select the connected Yealink IP phone from the drop-down list.



Result

You can do the following operations on the connected Yealink IP phone from Network PBX Web Client:

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