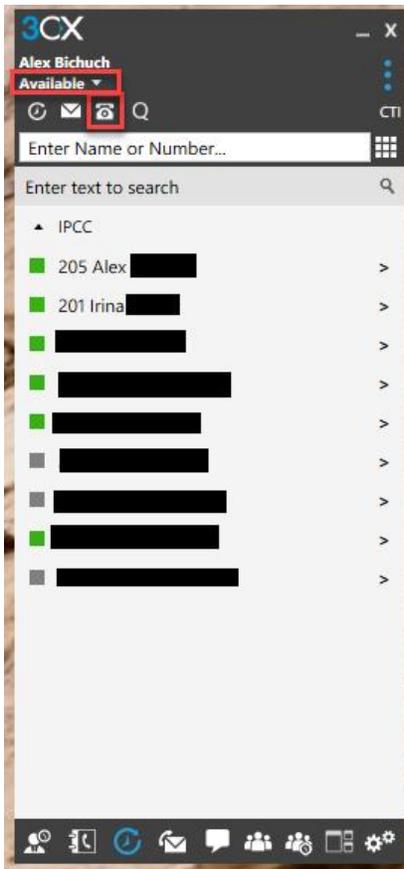


What is CTI mode and how to tell if you are in CTI mode or Softphone mode?

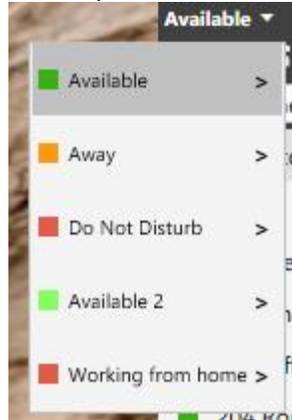
CTI mode is when your PC software controls the phone on your desk



If you see the small phone icon  then you are in CTI mode. Your desk phone will ring and you can control it from the application.

Be mindful of your status as in most cases when you are not "available" call will go to your voicemail.

Status options are:



To switch to a softphone mode, click on the phone icon  and select Softphone.

Softphone mode is when the software acts as a phone. This is typically used when there are no physical phones around.

If you see the small phone icon  then you are in Softphone mode. Your application will ring and you will use it as a phone.

To switch to a CTI mode, click on the phone icon  and select Deskphone(CTI).

