



Grandstream Networks, Inc.

GRP26XX Carrier-Grade IP Phones

CTI Guide



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SUPPORTED DEVICES

Following table shows Grandstream products supporting CTI commands:

Model	Supported	Firmware
GRPXX Series		
GRP2612/GRP2612W/ GRP2612P	Yes	1.0.0.31 or higher
GRP2613	Yes	1.0.0.31 or higher
GRP2614	Yes	1.0.0.31 or higher
GRP2615	Yes	1.0.0.31 or higher

INTRODUCTION

CTI (Computer-Telephony Integration) provides ability to manage phone calls from a computer including basic call operations such as making and answering calls, and advanced call operations such as call forward, conference, call hold and more.

Grandstream GRP26XX series support CTI operations and commands providing complete control over phone calls from a desktop computer. CTI commands can be integrated with a 3rd party application to control interaction between customer's phone and desk computer or can be run using a web browser on customer's computer.

This guide describes available operations and commands with examples how-to run them from a web browser.

BENEFITS OF CTI

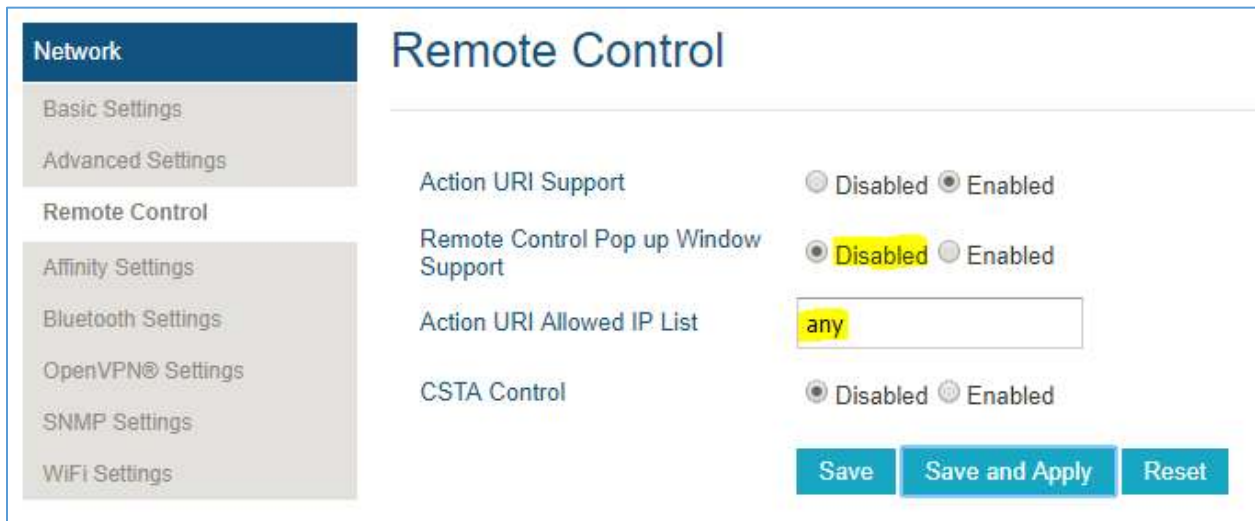
The major benefits of using Computer Telephony Integration (CTI) are the following:

- Complete control over calls (answer, hang-up, call on hold, manage “do not disturb”, call forward, conference, call transfer and etc...).
- Incoming calls notifications on desk computer allowing caller numbers to be screened against a database to collect or provide more information related to caller.
- Initiate outbound calls from computer directly with possibility of automatic and pre-dial calls commonly used for telemarketing.
- Increase productivity and improve customer service.

ENABLING CTI FEATURE

To enable CTI feature on GRP26XX series, follow steps below:

1. Access GRP26XX web GUI as administrator.
2. Navigate to **Network → Remote Control**.
3. Enable **Action URI Support** by checking “Enabled”.
4. On field **Action URI Allowed IP List**, put the remote party's IP address. If the IP address is unknown, add "any".
5. Set **Remote Control Pop up Window Support** to “Disabled” to allow remote control without confirmation on the physical phone.
6. Press Save and Apply button.



Important: The “Click-To-Dial Feature” should be enabled under Settings=> Call Features, to be able to run the “Make Call” Command. [\[Make Call\]](#)



CTI COMMANDS FORMAT DEFINITION

Request format

The general CTI commands request format is:

<http://Phone-IP-Address/cgi-bin/function?passcode=PASSWORD¶m=value>

“Function” is one of CTI functions as described in next chapter (*api-get_line_status* for example)

“Password” is the phone’s admin/user level password

“Param=value” is the parameter for specific CTI function type

Response format

Positive answer with no returned value

```
{"response": "success", "body": "complete"}
```

Negative answer

```
{"response": "error", "body": "failed"}
```

Positive answer with returned values

```
{"response": "success", "body": [{"line": 1, "state": "idle", "acct": "",  
"remotename": "", "remotenum": "", "active": 0}, {"line": 2, "state":  
"idle", "acct": "", "remotename": "", "remotenum": "", "active": 0},  
{"line": 3, "state": "idle", "acct": "", "remotename": "", "remotenum":  
"", "active": 0}]}
```



TYPE OF CTI FUNCTIONS

Please refer to following table describing type of CTI functions supported:

Type	Function	Description
Functions used on GRP phones only		
Line Status	<i>api-get_line_status</i>	Retrieves line status of the phone
Phone Status	<i>api-get_phone_status</i>	Retrieves phone status
Phone Operations	<i>api-phone_operation</i>	Sends phone operations commands (hang up, answer call, reject call...)
Send Keys	<i>api-send_key</i>	Sends keys functions (speaker, volume up, volume down, mute, hold, 0-9...)
System Operations	<i>api-sys_operation</i>	Sends system operations commands (reset, reboot...)



CTI COMMANDS AND EXAMPLES

Following commands have been run in a web browser on computer in same phone's network. In the examples below, a GRP26XX phone is used with IP address 192.168.5.135 and admin/user level password set to (passcode=admin).

As for the System operation

Functions used on GRP26XX

Line Status Function

General Format

The general format of CTI command to retrieve the line status is:

http://Phone-IP-Address/cgi-bin/api-get_line_status?passcode=PASSWORD

Example

Request	http://192.168.5.135/cgi-bin/api-get_line_status?passcode=admin
Response	<pre>{ "response": "success", "body": [{ "line": 1, "state": "idle", "acct": 0, "active": 0, "remotename": "", "remotenum": "" }, { "line": 2, "state": "idle", "acct": 0, "active": 0, "remotename": "", "remotenum": "" }, { "line": 3, "state": "idle", "acct": 0, "active": 0, "remotename": "", "remotenum": "" }, { "line": 4, "state": "idle", "acct": 0, "active": 0, "remotename": "", "remotenum": "" }] }</pre>

In this example, the phone shows that only one account is available on line 1; other lines are not registered.

Phone Status Function

General Format

The general format of CTI command to retrieve phone status is:

http://Phone-IP-Address/cgi-bin/api-get_phone_status?passcode=PASSWORD

Example

Request	http://192.168.5.135/cgi-bin/api-get_phone_status?passcode=admin
Response	Phone available <pre>{ "response": "success", "body": "available", "misc": "0" }</pre> Phone busy <pre>{ "response": "success", "body": "busy", "misc": "0" }</pre>



Phone Operations Functions

General format

The general format of CTI command to send phone operations is:

http://Phone-IP-Address/cgi-bin/api-phone_operation?passcode=PASSWORD&cmd=OPERATION

Examples

Operation	Function	Examples
endcall	End established call	http://192.168.5.135/cgi-bin/api-phone_operation?passcode=admin&cmd=endcall
holdcall	Put the established call on Hold	http://192.168.5.135/cgi-bin/api-phone_operation?passcode=admin&cmd=holdcall
acceptcall	Accept incoming call	http://192.168.5.135/cgi-bin/api-phone_operation?passcode=admin&cmd=acceptcall
rejectcall	Reject incoming call	http://192.168.5.135/cgi-bin/api-phone_operation?passcode=admin&cmd=rejectcall
cancel	Reject or cancel calls	http://192.168.5.135/cgi-bin/api-phone_operation?passcode=admin&cmd=cancel

Positive answer

If accepted, the command will be run instantly on the phone and below positive answer can be returned:

```
{"response": "success", "body": true}
```

Negative answer

If not accepted, the phone will not react to it and below negative answer can be returned:

```
{"response": "error", "body": false}
```



Make Call

General format

The general format of CTI command to initiate a call is:

http://Phone-IP-Address/cgi-bin/api-make_call?passcode=PASSWORD&phonenumber=NUMBER

Example

Request	http://192.168.5.135/cgi-bin/api-make_call?passcode=admin&phonenumber=3501
Response	{ "response": "success", "body": true }

System Operations Functions

General Format

The general CTI command to send phone system operations is:

http://Phone-IP-Address/cgi-bin/api-sys_operation?passcode=PASSWORD&request=OPERATION

Examples

Operation	Function	Example
REBOOT	Reboot the phone	http://192.168.5.135/cgi-bin/api-sys_operation?passcode=admin&request=REBOOT
RESET	Reset the phone to default settings	http://192.168.5.135/cgi-bin/api-sys_operation?passcode=admin&request=RESET

Positive answer

If accepted, the command will be run instantly on the phone and below positive answer can be returned:

Reboot: {"response": "success", "body": "savereboot"}

Reset: {"response": "success", "body": "reset"}

Negative answer

If not accepted, the phone will not react to it and below negative answer can be returned:

{"response": "error", "body": "unknown"}

Important:

The **Reset** Command requires the Admin level password in the passcode field.



Sending Keys Functions

General format

The general format of CTI command to send keys functions is:

http://Phone-IP-Address/cgi-bin/api-send_key?passcode=PASSWORD&keys=KEY

Examples

Key	Function	Example
SPEAKER	Enable or Disable Speaker	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=SPEAKER
		http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&hs=1&keys=SPEAKER
XFER	Enable Transfer	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=XFER Note: This command works only during established call
VUP	Volume UP	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=VUP
VDOWN	Volume Down	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=VDOWN
MUTE	Enable / Disable Mute	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=MUTE
HOLD	Put the call on Hold	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=HOLD Note: This command works only during established call
0-9,*,#	Send standard keypad keys	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=1:0:0:0 Note: The phone will send number 1000
LINE[1-8]	Select phone line	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=LINE1
CONF	Enable conference mode	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=CONF Note: This command works only during established call
VM	Access to Voice mail	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=VM



HEADSET	Enable Headset Mode	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=HEADSET
DND	Enable / Disable DND mode	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=DND
SEND	Send call	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=SEND
SOFT[1-4]	Select soft keys	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=SOFT1
MPK[1-24]	Select MPK keys	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=MPK1
STAR	Press star key	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&&keys=STAR
ONHOOK	Reject call	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=ONHOOK
OFFHOOK	Answer call	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=OFFHOOK
OK	Press OK	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&&keys=OK
LOCK	Lock keypad	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=LOCK
UNLOCK	Unlock keypad	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=UNLOCK
UP	Press UP	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=UP
DOWN	Press DOWN	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=DOWN
LEFT	Press LEFT	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=LEFT
RIGHT	Press RIGHT	http://192.168.5.135/cgi-bin/api-send_key?passcode=admin&keys=RIGHT

Positive answer

If accepted, the command will be run instantly on the phone and below positive answer can be returned:

```
{"response": "success", "body": "complete"}
```

Negative answer

If not accepted, the phone will not react to it and below negative answer can be returned:

```
{"response": "error", "body": "unknown"}
```

