Click-to-Call Quick Start Guide

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Support Contacts

XOP Networks provides a telephone number for you to report problems or to ask questions about your product. The support telephone number, during normal business hours is **972-590-0200, option** 2 in the United States.

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XOP Networks, Inc.
17218 Preston Road, Suite 2400
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```

For additional support telephone numbers, see the XOP Networks Web site: http://www.xopnetworks.com.

Guide Conventions

This guide uses the following conventions in formatting, terminology, and informational devices to help you more clearly identify specific elements and information.

The following formats are used throughout this guide.

Element	Format Definition
Commands	Bold font identifies commands you type in specified interface fields
Page and Window Names	Arial Italics identifies the name of a webpage or user interface window.

The following elements are used to define special types of information provided periodically throughout this guide:

Provides additional information about the related topic.

A helpful tip or recommendation.

Provides information that should be heeded to ensure proper operation and function regarding the related topic.

Provides information that, if not heeded, could result in lost information or damage to system components.

1. Managing Click-To-Call Services

The *Services—Click-To-Call* page allows you to create and manage defined Click-To-Call sessions.

You can build multiple Click-To-Call Sessions as necessary. You can view the defined Click-to-call sessions, add a new Click-to-call session, delete a Click-to-call session, or start a Click-to-call session.

The following information and controls are available on the *Click-To-Call* management page:

- **Subject** - The name assigned to the Service
- **Invite** - A **Share** button which allows you to send an email with a link to an associate which will allow the associate to enter a Click-to-Call session.
- **Access Code** - The access code credential which is needed to sign in to the Click-To-Call login page.
- **Source Number** - The source phone number that will be sent to the server when the Click-To-Call user runs the Dial page.
- **Destination Number** - The destination phone number that will be sent to the server when the Click-To-Call user runs the Dial page.
- **Dial** - A button to start the Click-To-Call session
- **Select** - A check-box to select one or more services for deletion.

Click the **Add** button to create a new Click-To-Call service.

The **Find** button and associated text-entry box may be used to search for one or more Click-To-Call services. The search text may specify partial or full matches of, Subject, Access Code, Source Number, or Destination Number.

Figure-1: Click to Call Services Page

1.1. Adding a Click-To-Call button to a web page

A **Call** button may be added to a web page, using the following procedure:

1. Create a Click-to-Call service.
2. Click the **Send** button as described above. A mail tool window will open.
3. The mail tool message body will contain an html link. Embed the html link into your desired web page html file.
4. If desired, add an html option **target="_blank"** to have the link open a new browser window.

For example, if the **Send** button gave a link

```
https://server.example.com/click2call/login?account=alice&ac=33412
```

then you would add this html to your web page html file:

```
<a
href="https://server.example.com/click2call/login?account=alice&ac=33412"
target="_blank">Call Alice's Service</a>
```

2. Creating and Editing a Click-To-Call Service

The following fields are available to define when adding or editing a Click-To-Call service definition:

- **Subject** - The name assigned to the Service

- **Source Number** - The source phone number that will be sent to the server when the Click-To-Call user runs the Dial page.

- **Destination Number** - The destination phone number that will be sent to the server when the Click-To-Call user runs the Dial page.

> ❗ After you create the Click-To-Call Service, the system administrator will need to create a *Service Selection Rule* to handle the incoming call. See the discussion at the end of this page.

2.1. Web Session Settings

- **Sign-in access code** - The access code credential which is needed to sign in to the Click-To-Call login page.

- **Access control** - The type of credentials needed on the Click-To-Call sign-on page
    - **Access Code Only** - Only the numeric access code is needed
    - **Account Credentials plus Access Code** - Your account credentials (username and password), plus the numeric access code is needed

- **Network Type** - The expected type of network connection from the user at Dial time
    - **External** - The user is on a network which is external to the network of the server. The browser must determine the public address of the user's machine.
    - **Internal** - The user is on the same network as the server. No extra steps need to be done by the browser to connect to the server.

- **Dial immediately at Sign-in** - Begin a dial-in operation immediately when the user successfully signs-in to the Dial page

- **Close page at sign-out** - Close the browser Dial window when the user signs-out of the Dial page

- **Sign out on hangup** - Sign out of the web page when the Hangup button is pressed

- **Must start dialing timeout** - Call button timeout. If the button is not pressed within the specified time, sign out of the Dial page

- **Connection alert** - The audible message that will be played privately to the dial-in user in the event of a bad network connection.
    - A value of **Default Connection Alert** is a tone. You may also choose a custom audio file, created in the *Resources—Audio Files* page.

- **Connection warning message** - A text message that will appear in the Dial page in the event of a bad network connection:

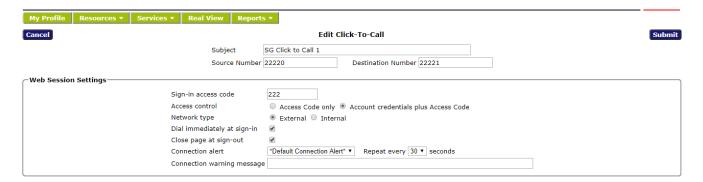The following figure shows the Click-to-Call service configuration page.

Figure-2: Add or Edit a Click-to-Call Service

> ℹ️ The system administrator defines what conditions constitute a bad network connection.

2.2. Configuring a Service Selection Rule

After you create the Click-To-Call Service, the system administrator will need to create a *Service Selection Rule* to handle the incoming call. The Service Selection rule will use the **Source** and **Destination** numbers from the Click-to-Call settings.

The call can be sent to any one of the other licensed services, such as Conferencing, Mass Notification, or Call Replication.

The following figure shows an example Service Selection page for a Click-to-Call service.

Figure-3: Service Selection Rule for a Click-to-Call Service