

WEB CALL System Configuration and Application

What is WEB CALL

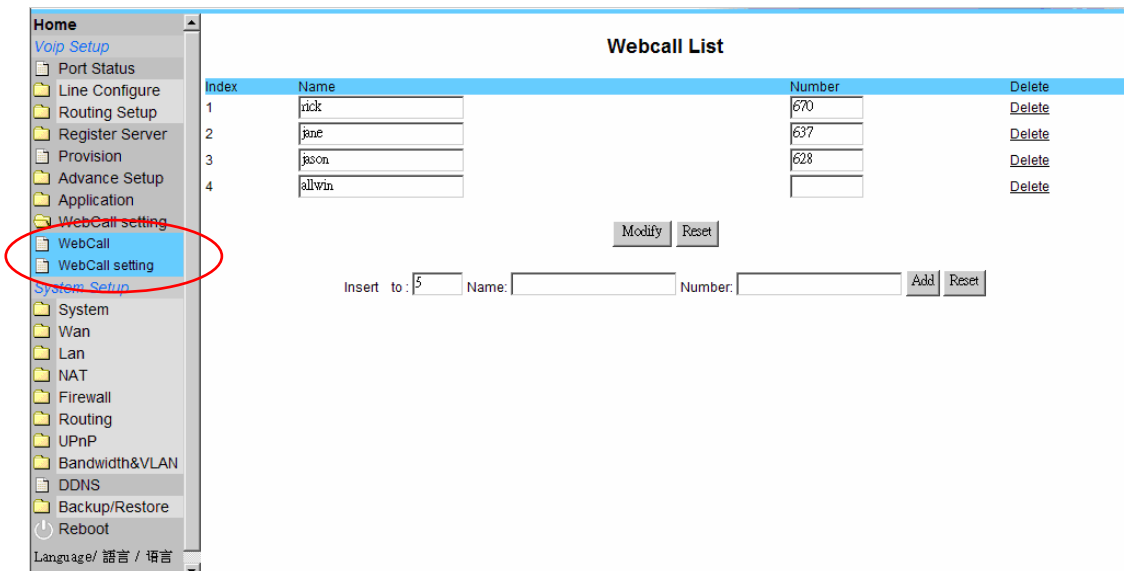
Clients on enterprise's website can use WEB CALL to dial phonecall to Customer service dept. or Sales dept. online for instant voice communication, and clients no need to install any softphone.

WEB CALL introduction

WEB CALL service allow clients call to any extension inside of enterprise by clicking a hyperlink on web page, and clients are all free in using this WEB CALL system. WEB CALL system integrate VoIP technology and web page design language for providing a cost free and convenient online communication platform to clients.

Configuration

Please enter the Web UI of G300E first, and click "Webcall setting" open the Webcall list page below. Fill in your extension number to "Number" and "Name" (can be person' name or company department).



Next, click the "Routing Setup" on page left and click "VoIP Call In" to open the page below, fill in the Area Code (your extension number) and set port number (assigning which port mapping to Area code).

In addition, the waiting time for receive code maybe different on different PBX, some PBX no need to set “comma” in prefix, but some PBX will receive dial code too early before it ready to receive. that will cause WEB CALL setting not useful, to fix this problem, you can add “comma” in Prefix column, each comma means wait 1 sec (default value) before VoIP router transmit dial code to PBX, please add “comma” according to your PBX’s situation if needed.

VoIP Call In														
Index	Area Code	Auth. Strip	Prefix	Maximum	Minimum	From	To	LineNo	RS Verify	CallWaiting	Alert	Profile	Forward	Delete
1	670	<input type="checkbox"/>	,,,			1	2	None		Disable	0			Delete
2	637	<input type="checkbox"/>	,,,			1	1	None		Disable	0			Delete
3	628	<input type="checkbox"/>	,,,			1	2	None		Disable	0			Delete
4		<input type="checkbox"/>				1	2	None		Disable	0			Delete

Test your WEB CALL system

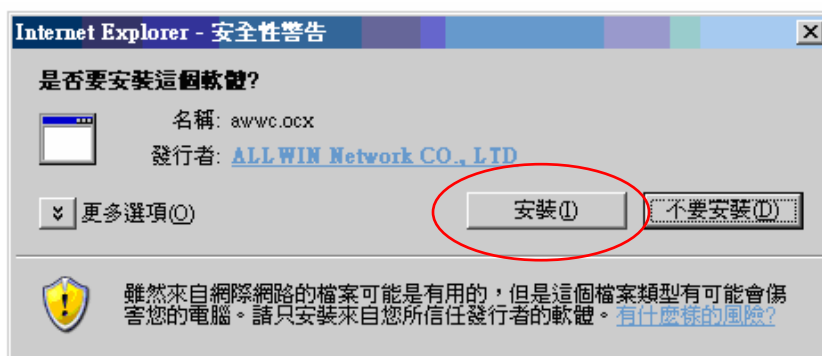
Open IE browser, type <http://IP/webcall> (IP--> your VoIP router’s IP)

IE will show the pop-up message below when you open WEB CALL page first time, it need to install the awwc.ocx software, please click the pop-up message.

這個網站想要安裝下列附加元件: 來自 'ALLWIN Network CO., LTD' 的 'awwc.ocx'。如果您信任該網站及附加元件，而且想要安裝，請按這裡...



Click “install”.



When installation finished, you can see the page below, choose the extension or department you set on web call list before, and start to make phone call by click the “call” button on your WEB CALL system.

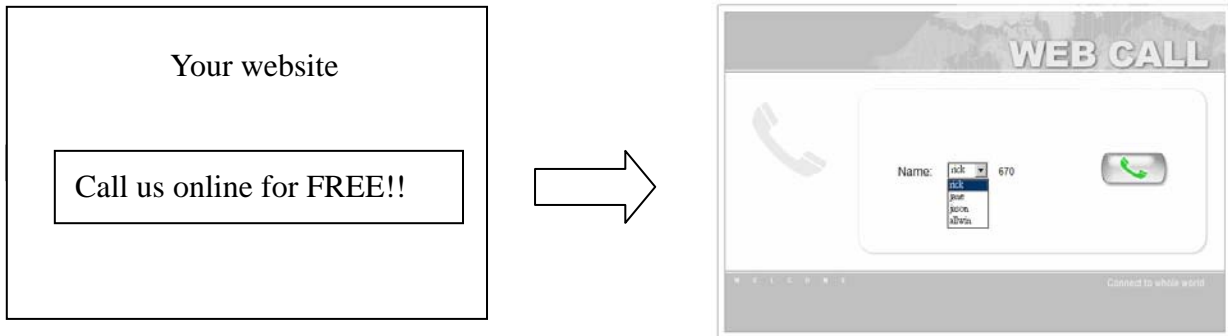


You can see the page below when the WEB CALL is connecting,



Integrate WEB CALL system to your website

1. You can make a hyperlink or a button on your website which link to WEB CALL system.

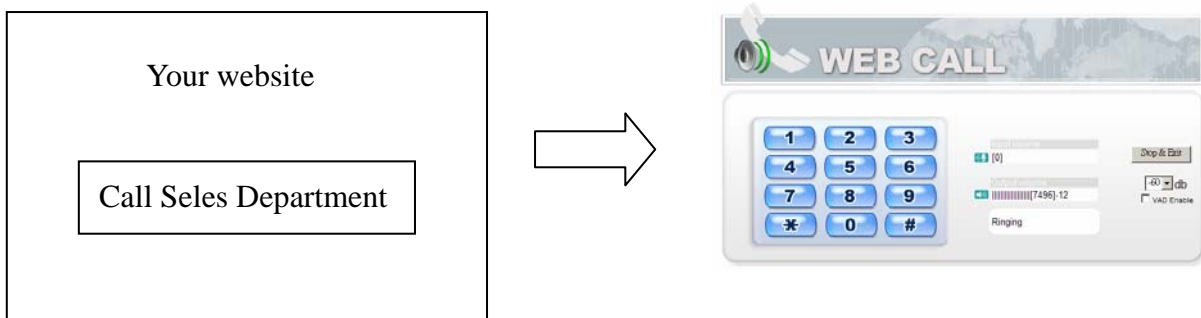


HTML code → ` Call us online for FREE!!`

2. You can make a hyperlink or a button on your website which it can call to extension directly. Refer the following html code : (example)

HTML code → `call Sales Department`

D1 means port1, number=670



System Requirements

Before user start to use WEB CALL system, please remind them of these necessary requirements below:

- OS : Windows XP
- CPU : at least 500 MHz
- RAM : 256 MB
- web browser : Microsoft Internet Explorer 6
- sound card \ headphone \ microphone (speaker)
- Cable or ADSL connection