

# iPECS

## ClickCall

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### User Guide

Please read this manual carefully before operation. Retain it for future reference.

iPECS is an Ericsson-LG Brand





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# Before Starting

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## What is iPECS ClickCall

The iPECS ClickCall is a PC based application that allows you to dial numbers from a Web page or document. iPECS ClickCall operates on your PC or Lap-top in conjunction with your iPECS System and iPECS desktop phone to quickly place calls to numbers displayed in a Web page or in a document such as a pdf, docx, or xls file.

Highlighting a number opens iPECS ClickCall displaying the number. Then clicking the 'Call' icon places the call to the highlighted number connecting to your iPECS desktop speakerphone.

## About User Guide

This iPECS ClickCall User Guide is intended to provide you with the information needed to install, set-up, and use iPECS ClickCall. The guide consists of three Chapters and an Appendix, as well as this Before Starting section.

- Before Starting
- **Chapter 1:** Installation
- **Chapter 2:** Settings
- **Chapter 3:** Using the iPECS ClickCall
- **Appendix:** Useful Information

## Notes

The following icons and notices are used in this guide to convey important cautions and notes.



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### CAUTION

A caution statement alerts you to situations that may cause damage to hardware, software, or data.

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### NOTE

A note provides additional explanations, important information, or a reference to related information.

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This chapter describes system requirements for proper operation of the application and explains how to install iPECS ClickCall on your computer.

## Installing iPECS ClickCall

Before starting the installation process, verify your PC complies with the System Requirements below and the License and Account information are configured by your iPECS system administrator. You should also close all other active programs to assure no interference during installation.

### Requirement

#### PC Hardware:

- **CPU:** Intel Core2 Duo 2.8GHz or Higher
- **RAM:** 512MB or Higher
- **HDD:** 100 MB or Higher
- **Graphic:** 800 x 600 16-bit Color or higher
- **LAN:** 100/1000 Base T NIC (Network Interface Card)

#### OS:

- Windows 7/8
- Windows Server 2008, 2012
  - Supporting 'Remote Desktop Service'

#### Supporting Programs:

- Microsoft Internet Explorer
- Google Chrome Browser
- Mozilla Firefox Browser
- Microsoft Office Excel, PowerPoint, Word, Outlook
- Adobe Reader
- Windows Notepad

## iPECS PBX System

- iPECS Unified (UCP, eMG80, eMG800)
- iPECS-LIK 6.1 or later
- iPECS-CM 5.0 or later

## License and Account Information

Prior to registration of iPECS ClickCall with the host iPECS system, the host iPECS system must have the iPECS ClickCall software license installed. Also, the host iPECS system administrator must input account information in the host iPECS system database as below.

- **iPECS-CM** system
  - Extension Information > Terminal Information > Terminal Attribute, then set the 'Click Call Use Option'
  - Extension Information > Number(DN) Information > DN Attribute, then set the 'Extension Password'
- **iPECS UCP** system
  - Device Login > Station User Login, then set the 'ID', 'Password', and 'Desired Number'.
  - Station Data > Common Attributes > Routing Attributes > Click To Call Service > Enable.

## iPECS ClickCall Installation

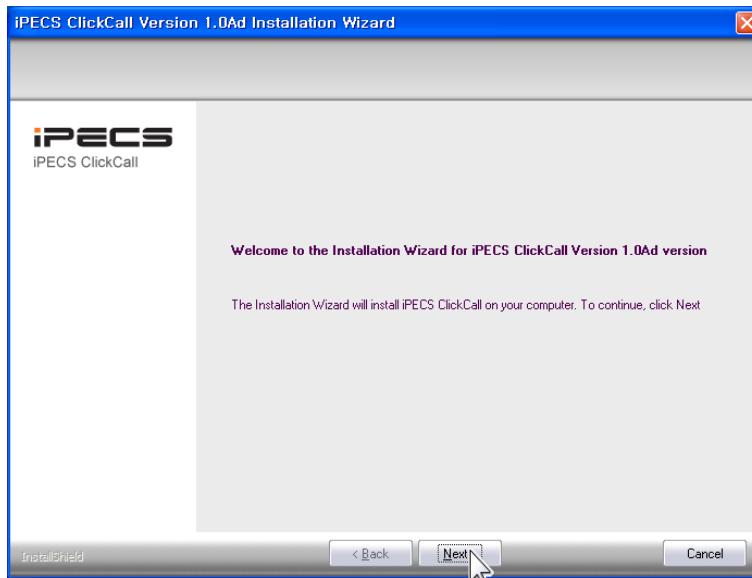
This section explains how to install the iPECS ClickCall application. The software can be obtained by download from the Web using the download URL available from your iPECS system administrator.

### To install the ClickCall

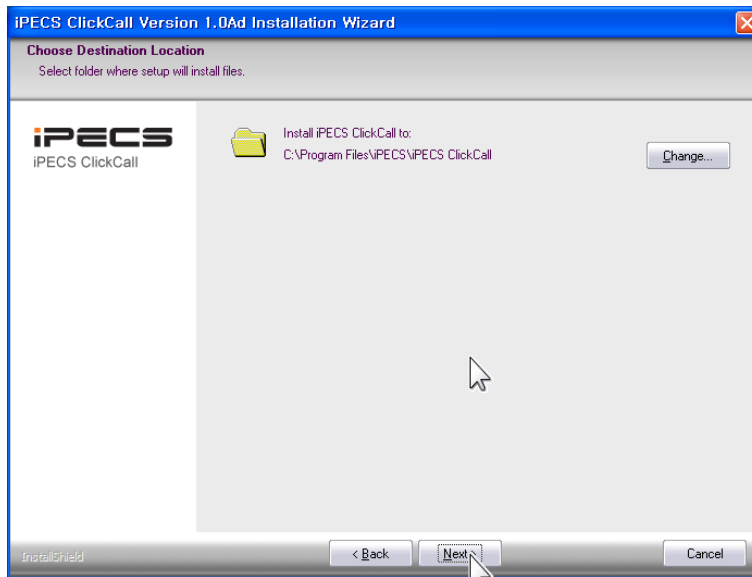
- ▶ **Step 1:** Open your browser and point to the URL provided by your system administrator.
- ▶ **Step 2:** Download and run the **iPECS ClickCall\_Setup.exe**.



- ▶ **Step 3:** The iPECS ClickCall install wizard appears. In the screen, click '**Next**' to continue.

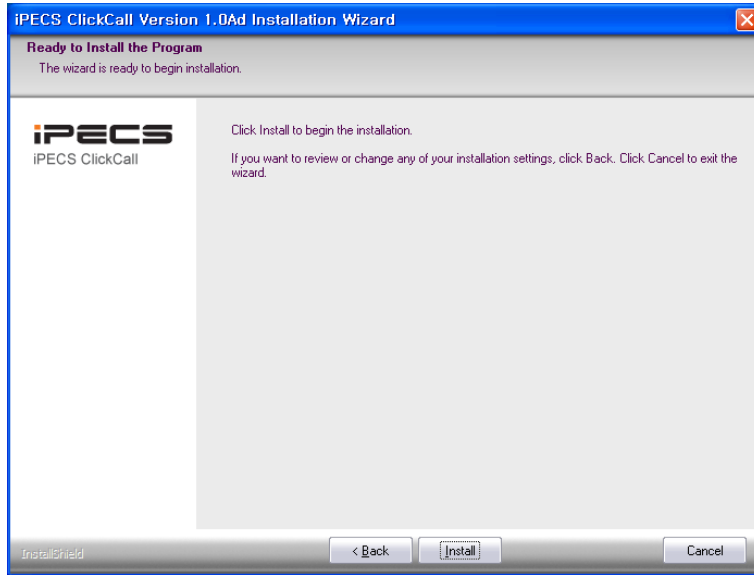


- ▶ **Step 4:** In the Destination Folder window, you may either accept the default destination for the installation with Window Administrator Right(C:\Program Files\iPECS\iPECS ClickCall), which is recommended, or select 'Change' to locate a different directory or specify a directory. For the installation with Window User Right, the default destination is 'C:\Users\UserId\AppData \Roaming\iPECS\iPECS ClickCall' (AppData is hidden folder.) Then, click 'Next' to continue.

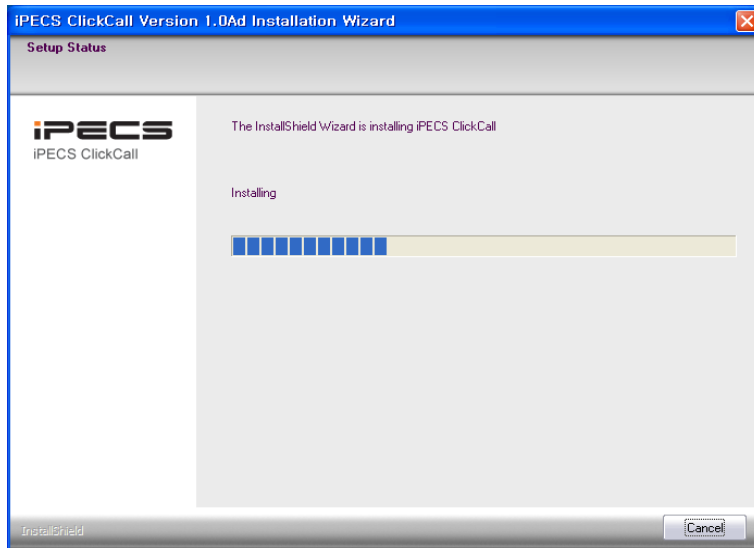




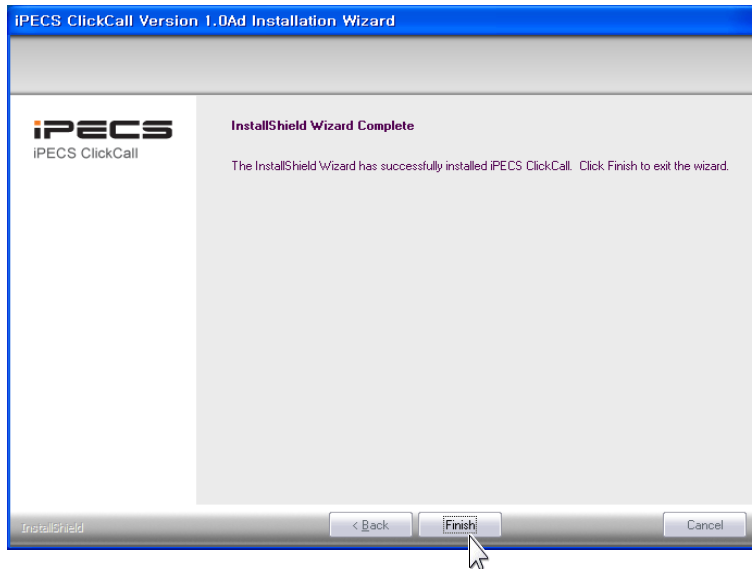
- ▶ **Step 5:** To start the install, click **'Install'**. To cancel the install, click **'Cancel'**.



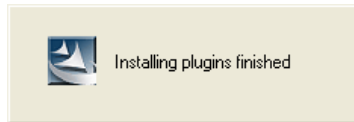
- ▶ **Step 6:** The installation begins and progress bars display in the Setup Status screen.



- ▶ **Step 7:** When install of the application is complete, the Install Finish screen displays. To acknowledge the completion, click '**Finish**'.



- ▶ **Step 8:** After completing the iPECS ClickCall installation, the required Acrobat Reader plug-in installs and you are notified of the plug-in install progress.



- ▶ **Step 9:** When the installation is complete, the shortcut icon is created on the desktop. You may also access the application from the Windows '**Start**' menu under **All Programs (P) > iPECS > iPECS ClickCall**'.

After the installation process is completed iPECS ClickCall must be configured with the User, System and Dialing Information, and Function preferences may be established. This chapter describes how you access and configure the iPECS ClickCall 'Settings' for proper start-up and use.

## Viewing the iPECS ClickCall Menu

During installation the application places an icon on the desktop so that you can run the application. When the application is running, the iPECS ClickCall icon displays in the right taskbar tray. The iPECS ClickCall menu, see below, opens when you right-click the tray icon. From the menu you can select to open the iPECS ClickCall window, open the Settings window, or close the application. The last item in the menu displays the version of the application.




- **iPECS ClickCall:** When you select 'iPECS ClickCall' from the menu, the application window will open.
- **Settings:** When you select 'Settings' from the menu, you will open the Settings window where you can customize the properties of iPECS ClickCall.
- **Quit:** When you select 'Quit' from the menu, the application closes.

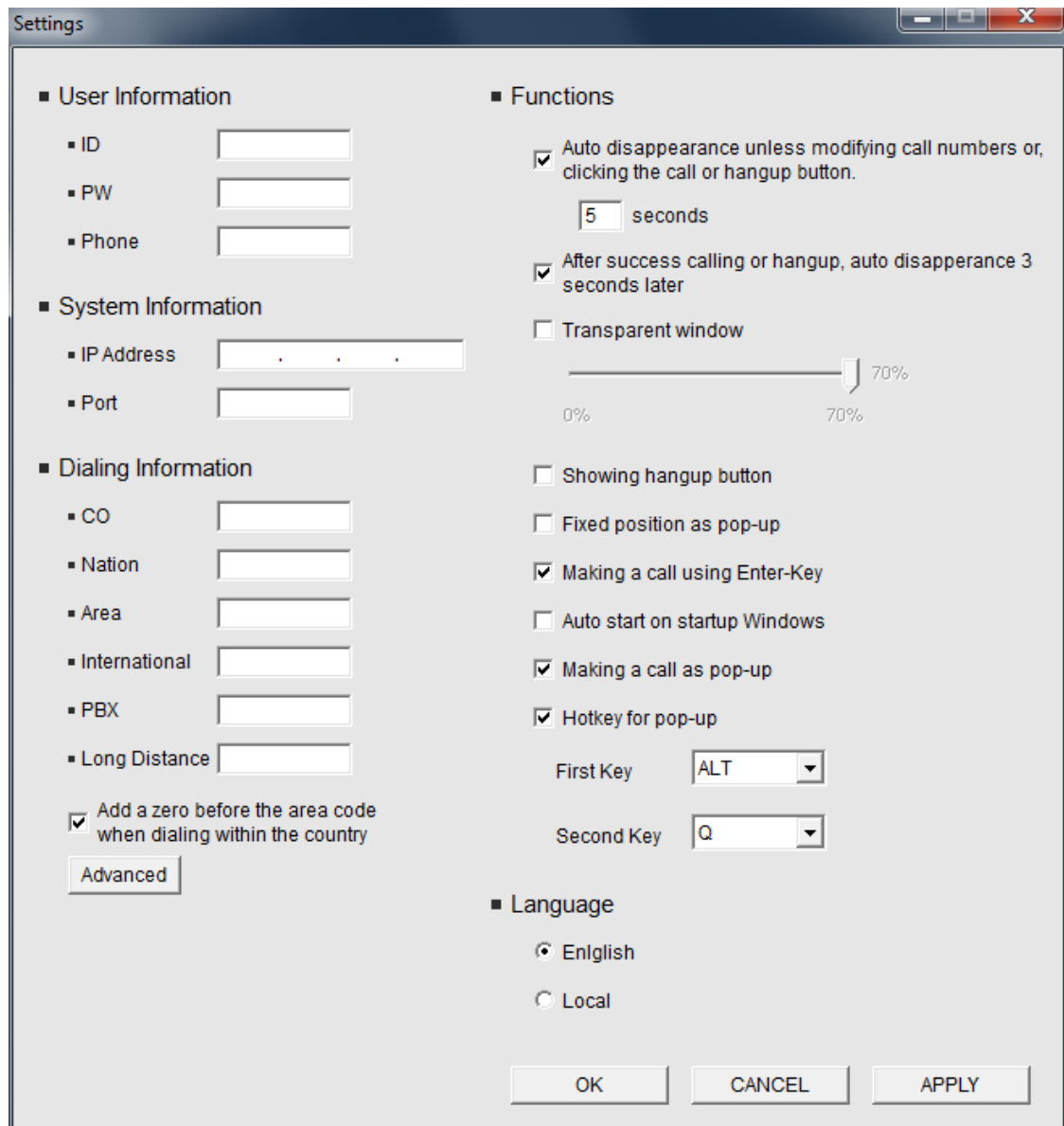
## iPECS ClickCall Settings

You must configure the User, System and Dialing Information in the 'Settings' menu prior to use of iPECS ClickCall. This information configures the application with the user account, host system identification and rules to control dialing. Once this information is configured iPECS ClickCall can communicate with the host system and call telephone numbers properly.

### Accessing the Settings Window

To access the Settings menu,

1. Activate iPECS ClickCall using the desktop icon.
2. Right click on the iPECS ClickCall tray icon (  ) to display the menu.
3. Select '**Settings**' to display the Setting window shown below.



The screenshot shows the 'Settings' window with the following configuration:

- User Information:** ID, PW, and Phone fields are empty.
- System Information:** IP Address is . . . and Port is empty.
- Dialing Information:** CO, Nation, Area, International, PBX, and Long Distance fields are empty. The checkbox 'Add a zero before the area code when dialing within the country' is checked.
- Functions:**
  - 'Auto disappearance unless modifying call numbers or, clicking the call or hangup button.' is checked with a value of 5 seconds.
  - 'After success calling or hangup, auto disappearance 3 seconds later' is checked.
  - 'Transparent window' is unchecked with a slider set to 70%.
  - 'Showing hangup button' is unchecked.
  - 'Fixed position as pop-up' is unchecked.
  - 'Making a call using Enter-Key' is checked.
  - 'Auto start on startup Windows' is unchecked.
  - 'Making a call as pop-up' is checked.
  - 'Hotkey for pop-up' is checked with 'First Key' set to ALT and 'Second Key' set to Q.
- Language:** 'English' is selected.

Buttons at the bottom include 'Advanced', 'OK', 'CANCEL', and 'APPLY'.

## Information and Function Settings

The following paragraphs describe each of the settings and the functions. Note you may need to consult with your iPECS system administrator for specific settings. Enter the appropriate information in the window then click apply.

### User Information

The User Information including the ID, Password and Phone number are available from your iPECS system administrator. This information must match the entries in the host iPECS system for proper operation. For the iPECS-CM system the ID and Phone number are the same. Enter the ID, Password and Phone numbers as provided by your administrator.

### System Information

The iPECS ClickCall application must register with the host iPECS system during start-up and use. The system information required including the IP address and port for the host are available from your iPECS system administrator and must be correctly configured in the iPECS ClickCall 'Settings'. Enter the IP address and port as provided by your administrator.

### Dialing Information

The iPECS ClickCall uses the 'Dialing Information' to modify the number by adding the CO Line access code (generally the digit '9') and removing a nation or area code. For example the number displayed on a Web page may be the full international number (+82-02-2155-4393) and, if the number is local, your carrier may require the nation and area code be removed resulting in 921554393. Also, if the host iPECS system is connected behind another PBX system, iPECS ClickCall PBX and long distance code should be configured for proper operation.

#### CO

Enter the 'CO Line access code', available from your iPECS system administrator. The CO Line access code is used to access an outgoing line, and is generally the digit '9'. If the length of highlighted number is greater than 7 digits, includes special characters (-, +, or comma) or blank spaces are included between digits, then iPECS ClickCall will add the code to the beginning of the number.

#### Nation

Enter your local 'Nation' code. When the highlighted number includes a 'Nation' code that is the same as your local Nation code, iPECS ClickCall will remove the code.

#### Area

Enter your local 'Area' code. If the highlighted number includes your local Area code, iPECS ClickCall will remove the Area code. For example, if you set CO as '9', Nation as '82', and Area as '02' and highlight the number +82-02-2155-4393, then iPECS ClickCall shows 921554393, removing the Nation and Area code and adding CO Line access code.

#### International

Enter your local 'International call access code'. In this case, if you set CO as '9' and International as 00700 and highlight the number +1-949-336-6800, then the iPECS ClickCall shows 90070019493366800, adding International and CO Line access code.

## PBX

The PBX code is used when the CO Line of the host iPECS system connects to another PBX. It is added after CO Line access code.

## Long Distance

The Long Distance code is used for long distance calls and is used with the PBX code when dialing long distance through the PBX.

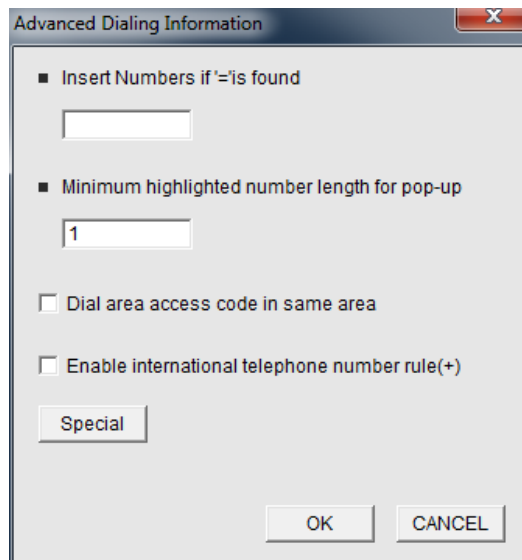
## Add a zero before the area code when dialing within the country

When enabled, a zero is added before the Area code when dialing within the country. For example, if you set CO as '9' and Nation as 82 and highlight the number +82-2-2155-4393, then the iPECS ClickCall shows 90221554393, removing the Nation code, adding zero before the Area code and adding the CO Line access code.

## Advanced

The iPECS ClickCall improves user convenience using 'Advanced Dialing Information' and 'Special Dialing Information' as discussed below.

## Advanced Dialing Information



- ▶ **Insert Numbers if '=' is found:** If '=' is found in the highlighted number, it is replaced with the assigned digits.
- ▶ **Minimum highlighted number length for pop-up:** If the length of highlighted number is lower than input value, pop-up window is not shown.
- ▶ **Dial area access code in same area:** If the Area code is required for local dialing, the 'Dial Area Access Code In Same Area' option must be checked.
- ▶ **Enable international telephone number rule(+):** If a telephone number include '+' in front, it is recognized as an international telephone number.

**example) +82-031-8054-6078 (International code is added as pop-up.)**

**82-031-8054-6078 (International code is not added as pop-up.)**

## Special Dialing Information

Special Dialing Information

Enable CO call for non-standard phone number

Enable CO call with following prefix digits

▪ Prefix1

▪ Prefix2

▪ Prefix3

▪ Prefix4

▪ Prefix5

Enable CO call with following number length

OK CANCEL

- ▶ **Enable CO call for non-standard phone number:** Normally, highlighted numbers that do not have an Area or Nation code, or do not include special characters are routed as internal calls. Using the Special Dialing Rules, dialed numbers matching the defined rules are routed as external CO calls.
- ▶ **Enable CO call with following prefix digits:** If the first digits in a highlighted number match the assigned Prefix digit(s), the call is routed as an external CO call and the CO access code is added automatically.
- ▶ **Enable CO call with following number length:** If the length of the highlighted number is longer than the defined length, the call is routed as an external call and the CO access code is added automatically.

## Functions

Functions settings let you set-up preferences for the operation of iPECS ClickCall. You enable a function by clicking the check box or radial button. The following paragraphs give you a description of the various functions.

### Auto Disappearance before Dialing

When this function is active, if you take no action for the waiting time, the iPECS ClickCall window will disappear.

### Auto Disappearance after Success Dialing or Hangup

When this function is active, the iPECS ClickCall window disappears three (3) seconds after successfully dialing the number.

## **Transparent Window**

You can adjust the transparency of the iPECS ClickCall window, which permits you to view a window in the background through the ClickCall window. First, enable the function then use the slide to adjust the transparency.

## **Showing Hangup Button**

When this function is active, the iPECS ClickCall window shows the hangup button.

## **Fixed Position as Pop-up**

When this function is active, the iPECS ClickCall window will pop-up in a fixed location. You can drag the window to the desired screen location so that the window will not interfere with other screens.

## **Making a Call using Enter-key**

When the function is active, you can place a call using the Enter key of your PC rather than clicking the 'Call' icon in the iPECS ClickCall window.

## **Auto Start on Startup Window**

When this function is active, iPECS ClickCall starts automatically and runs in the background after Windows starts.

## **Making a Call as Pop-up**

When this function is active, iPECS ClickCall automatically makes call to highlighted number as pop-up.

## **Hotkey for Pop-up**

When this function is active, iPECS ClickCall pop-up with highlighted number as pressing hotkey.

## **Language**

If configured by your administrator, iPECS ClickCall supports two languages (English and a 'Local' language) for displayed messages and menus. You can choose the language that will be used.




This chapter describes how to run the installed application after set up, and make a call with iPECS ClickCall. With iPECS ClickCall you can highlight a number in a Web page or document, or you can open the ClickCall and enter a number manually or select a number from the last ten numbers called.

## Activating iPECS ClickCall

During installation the iPECS ClickCall shortcut is created on the desktop screen. You can run iPECS ClickCall with this icon or assign auto startup in the 'Setting' menu. In either case, once active, iPECS ClickCall will run in the background and the iPECS ClickCall tray icon is placed in the right taskbar tray. Both the desktop and tray icons are displayed below.



### NOTE

Clicking the desktop icon (  ) opens iPECS ClickCall, which runs in the background, and places the iPECS ClickCall icon in the right tray but does not open the iPECS ClickCall window.

# Making Calls Using iPECS ClickCall

## Call by Highlighting Numbers

1. With iPECS ClickCall active, using your mouse, drag and highlight a number in a Web browser or document.

Paris	Open hours: 9am-6pm Mon to Fri++	0811 980 002 <sup>A</sup> 0 800 905 001
Rome	Open hours: 9am-5pm Mon to Fri	848 350 010 <sup>A</sup>
Stockholm	Open hours: 9am-6pm Mon to Fri	+46 8 791 5922
Vienna	BFS Touristik GmbH# Heiligenstädterstr. 31/2/5 A-1190 Vienna Open hours: 9am-12.30pm and 1.30pm to 5pm Mon to Fri	+43 1 587 7771
Zurich	Open hours: 9am-5pm Mon to Fri	+ 41 22 567 51 61

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### Middle East

City	Address & Open Hours	Phone
Abu Dhabi	Omeir Travel Agency LLC Airlines Tower, Khalifa Street,	+971 2 6118640

- The iPECS ClickCall can recognize a phone number that is up to 30 characters in length.
2. iPECS ClickCall displays when you press hotkey(basic setting: Alt+Q). The highlighted number is shown with the number modified using the dialing rules. As an example, the digit “9” is added below for the CO Line access code. (Hotkey settings can be changed in the Settings.)

Paris	Open hours: 9am-6pm Mon to Fri++	0811 980 002 <sup>A</sup> 0 800 905 001
Rome	Open hours: 9am-5pm Mon to Fri	848 350 010 <sup>A</sup>
Stockholm	Open hours: 9am-6pm Mon to Fri	+46 8 791 5922 ~
Vienna	BFS To Heilige A-1190 Open h Mon to	+43 1 587 7771
Zurich	Open hours: 9am-5pm Mon to Fri	+ 41 22 567 51 61

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### Middle East

City	Address & Open Hours	Phone
Abu Dhabi	Omeir Travel Agency LLC Airlines Tower, Khalifa Street,	+971 2 6118640

### NOTE

iPECS Clickcall provides hotkey to prevent unintentional pop-up as default. If you use hotkey, you must press ‘Alt+Q’ to see the ClickCall display. If you do not use hotkey, you can see the ClickCall display as just highlighting the numbers. You can enable or disable the hotkey and change the hotkey in the settings.

- Click the 'Call' button, then your desktop phone will place a call.

Paris	Open hours: 9am-6pm Mon to Fri++	0811 980 002^ 0 800 905 001
Rome	Open hours: 9am-5pm Mon to Fri	848 350 010^
Stockholm	Open hours: 9am-6pm Mon to Fri	+46 8 791 5922 ~
Vienna	BFS Hei A-1 Ope Mor	+43 1 587 7771
Zurich	Open hours: 9am-5pm Mon to Fri	+ 41 22 567 51 61

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**Middle East**

City	Address & Open Hours	Phone
Abu Dhabi	Omeir Travel Agency LLC Airlines Tower, Khalifa Street,	+971 2 6118640

- iPECS ClickCall shows 'Success' message in the upper right of the window.
- iPECS ClickCall may disappear from the screen after 3 seconds if the function 'After success calling, auto disappearance 3 seconds later' is active.

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#### NOTE

iPECS ClickCall can make a call as pop-up the display even if you do not click the 'Call' button. To enable this function, you should select 'Making a Call as pop-up' in the settings.

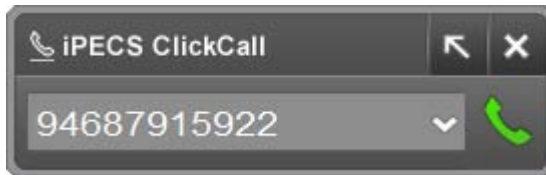
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## Call by dialing a number

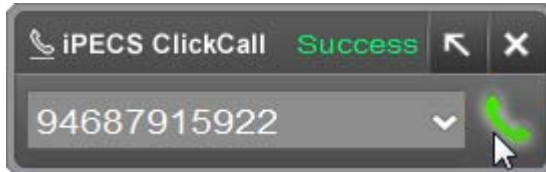
1. Open iPECS ClickCall by right clicking the icon in the taskbar tray then select iPECS ClickCall in the menu, or double click the iPECS ClickCall tray icon.



2. Enter a phone number directly into the input box. The digits may include '0' to '9', \*, #, or +. Do not include other characters.




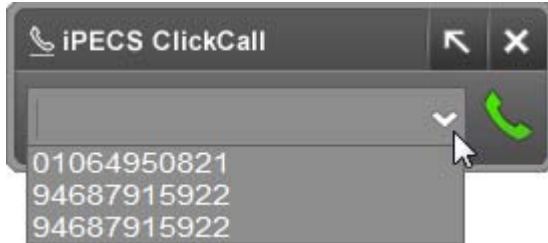
- Press '**Backspace**' to erase a single digit. Press and hold '**Backspace**' to erase an entire number.
3. Click the '**Call**' button, then your desktop phone will place a call.



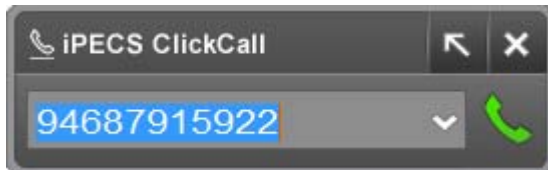
- iPECS ClickCall shows '**Success**' message in the upper right of the window.
- iPECS ClickCall may disappear from the screen after 3 seconds if the function 'After success calling, auto disappearance 3 seconds later' is active.

## Calling from the Call History

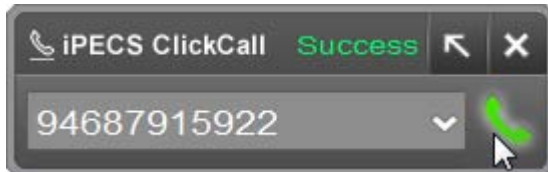
1. Open iPECS ClickCall by right clicking the icon in the taskbar tray then select iPECS ClickCall in the menu, or double click the iPECS ClickCall tray icon.
2. Click the down arrow [  ] to the right of input box then move the cursor to select the desired number to call.



- The Call History contains the numbers of the ten (10) the most recent calls you have made.
3. The selected number displays in the input box.



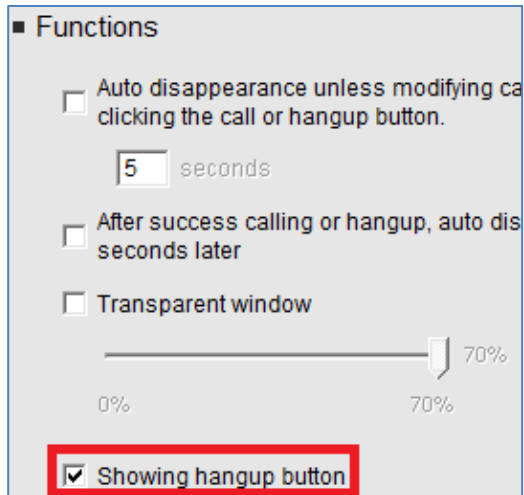
4. Click the 'Call' button, then your desktop phone will place a call.



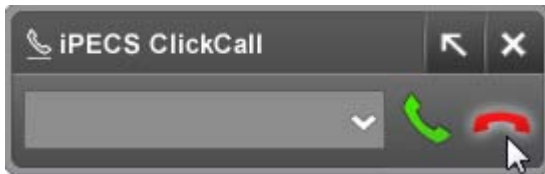
- The iPECS ClickCall shows 'Success' message in the upper right of the window.
- The iPECS ClickCall disappears from the screen after 3 seconds if the function 'After success calling or hangup, auto disappearance 3 seconds later' is active.

# Hanging Up Phone Using iPECS ClickCall

1. Enable 'Showing hangup button' in the Settings.



2. Open iPECS ClickCall, then you can see the hangup button. Click it.



- The iPECS ClickCall shows 'Success' message in the upper right of the window.
- The iPECS ClickCall disappears from the screen after 3 seconds if the function 'After success calling or hangup, auto disappearance 3 seconds later' is active.

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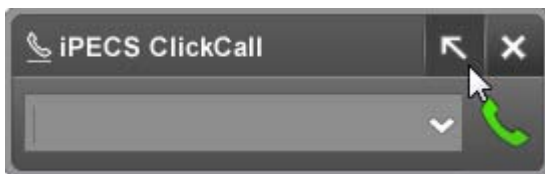
## NOTE

iPECS CM System does not provide hangup with iPECS ClickCall.

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## Minimization

1. Click the minimization button.



2. The 'Success' message is not shown on minimization. The desktop phone let you know if it is succeed. To return to maximization, click the maximization button.



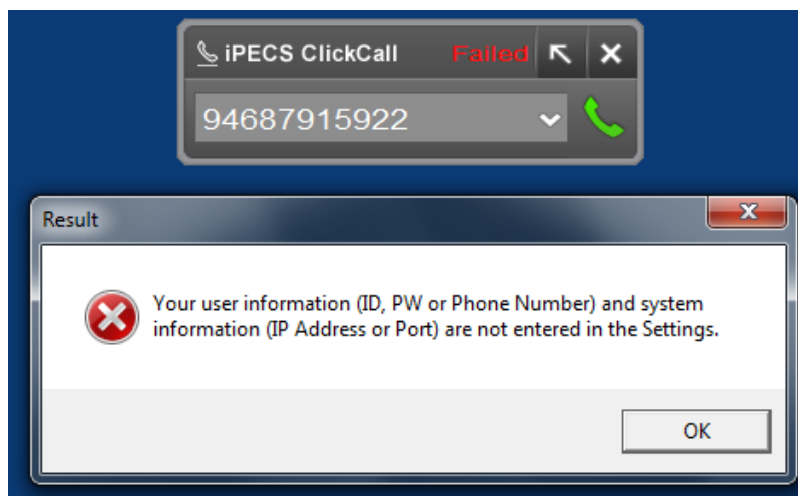
The Troubleshooting Guide and Frequently Asked Question in this appendix will help you to solve problems that may occur when using iPECS ClickCall. If you have any further questions or need assistance, please consult your iPECS system administrator.

## Troubleshooting Guide

This guide provides helpful solutions for troubleshooting iPECS ClickCall as well as check points for possible problems. When a failure occurs, the iPECS ClickCall window will indicate 'Fail' in the upper right and a 'Dialing Result' window will describe the failure. Please check the Dialing Result window message to determine the corrective action

### User and System Information not entered

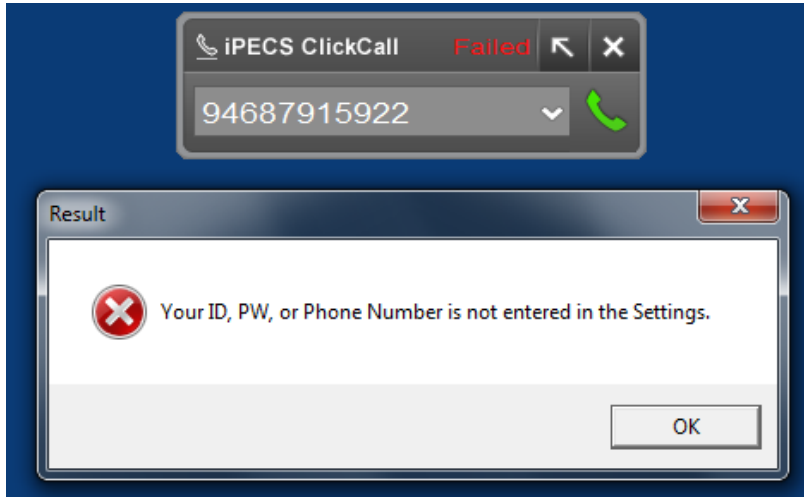
In this case, the Dialing Result window will state "Your user information (ID, PW, or Phone number) and system information (IP Address or Port) are not entered in the Settings."



Refer to Chapter 2 Settings to enter or edit the 'User Information' and 'System Information' (IP Address or Port) in the iPECS ClickCall Settings window.

## User Information not entered

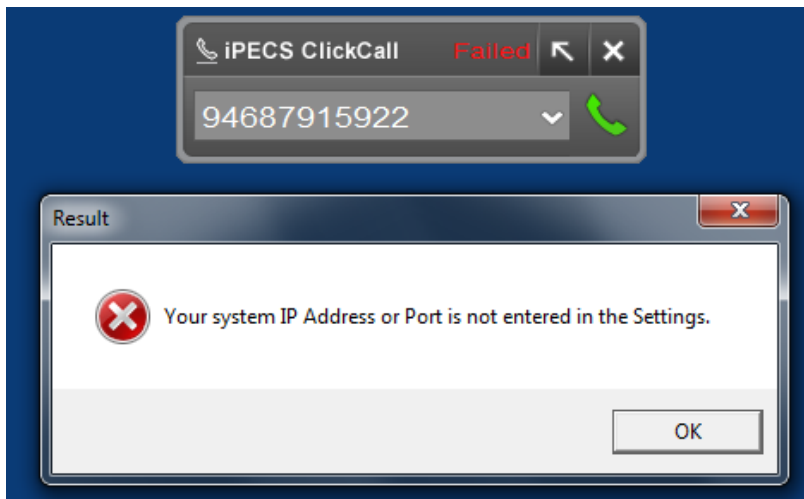
In this case, the Dialing Result window will state “Your ID, PW or Phone number is not entered in the Settings.”



Refer to Chapter 2 Settings to enter or edit the ‘User Information’ (ID, PW or Phone Number) in the iPECS ClickCall Settings window.

## System Information not entered

In this case, the Dialing Result window will state “Your system IP address or Port is not entered in the Settings.”

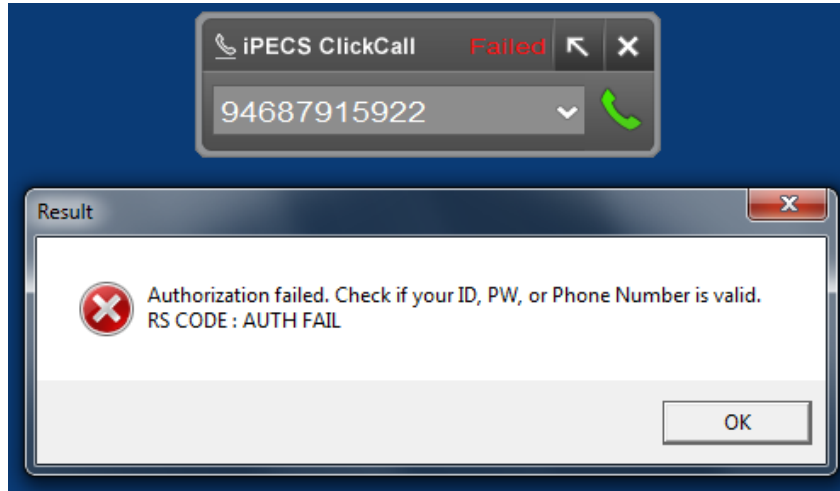


Refer to Chapter 2 Settings to enter or edit the ‘System Information’ (IP Address or Port) in the iPECS ClickCall Settings window.



## Wrong User Information entered

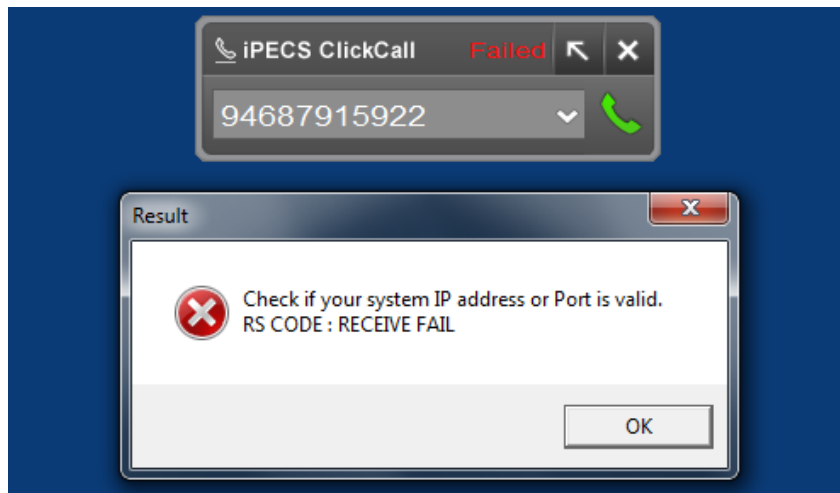
In this case, the Dialing Result window will state “Authorization Fail! Check if your ID, PW, or Phone Number is valid.”



Refer to Chapter 2 Settings to edit your 'User Information' in the iPECS ClickCall Settings window. If, after editing the User Information, ClickCall still does not function properly, please consult with your iPECS system administrator.

## Wrong System Information Entered

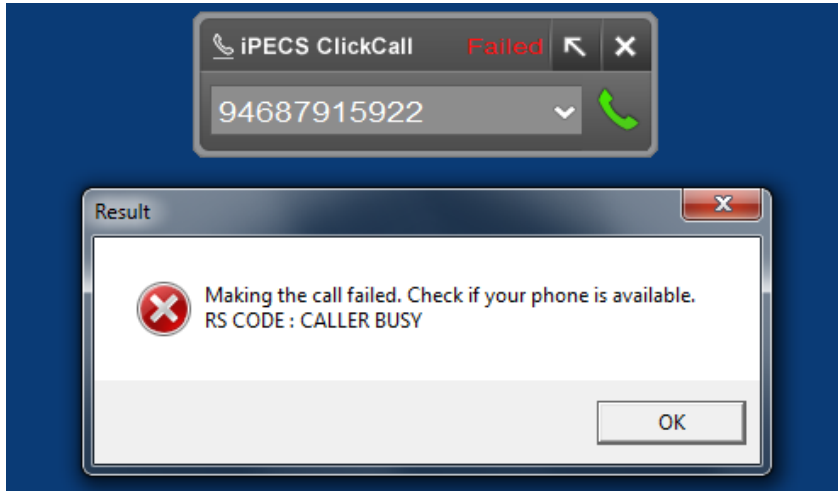
In this case, the Dialing Result window will state “Check if your system IP or Port is valid.”



Refer to Chapter 2 Settings to edit you 'System Information' in the iPECS ClickCall Settings window. If, after editing the System Information, ClickCall still does not function properly, please consult with your iPECS system administrator.

## Busy Desktop Phone

In this case, the Dialing Result window will state. “Making the call failed. Check if your phone is available.”



## Frequently Asked Questions

Some of the Frequently Asked Questions when using the iPECS ClickCall are listed here.

**Q Can iPECS ClickCall be activated when Microsoft Windows starts?**

**A** You can enable 'Auto start on startup Windows' function in the iPECS ClickCall Settings window. As an alternative, you can add the iPECS ClickCall to the start-up programs of Windows.

**Q Can the iPECS ClickCall be used with the iPECS UCS Desktop Client?**

**A** iPECS ClickCall is not available when the iPECS UCS Desktop Client is running. One of them must be closed.

**Q iPECS ClickCall does not work after installing or updating Chrome, Firefox, or Adobe Reader.**

**A** You should run the install\_plugin.exe in the folder (C:\Program Files\iPECS\iPECS ClickCall).

**Q The iPECS ClickCall pops up unintentionally, interfering with my document editing in Word or other programs.**

**A** iPECS ClickCall pops up when you highlight numbers. If you want to prevent the pop-up from appearing in your working documents, you should enable the function of 'hotkey'. Then, pop-up is only appeared when you press the hotkey.





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