Xchange – Web Page Dialling Technical Guide

Version 2.4

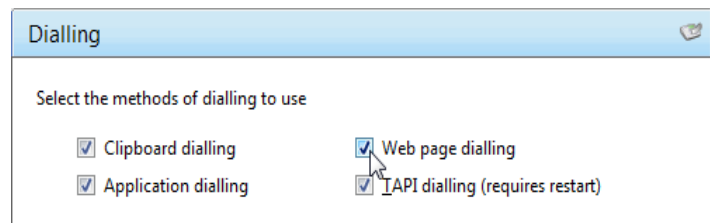# Web Page Dialling – Technical Guide

This document will guide you through the process of configuring web page dialling for Microsoft Internet Explorer, Google Chrome, Mozilla Firefox and Apple Safari web browsers.

Dialling in Firefox is achieved with the assistance of Codepad's Telify add-on which is partially installed during the CTI client update; a small amount of manual configuration remains. See below each browser configuration.

Configuration of the CTI client

Open the CTI client's Configuration menu by right-clicking on the tray menu icon and clicking the 'Configuration' option.On the 'Telephony' screen, make sure the correct options are selected.

Click 'Dialling' to reveal the dialling options and make sure that the 'Web page dialling' checkbox is checked.

Click 'Save' to store and apply the settings. You may need to restart the CTI client and any preconfigured open browsers for the changes to take effect.

Updating Microsoft Internet Explorer

Internet Explorer is updated through the Windows Update program. If you want to check that your Windows operating system is up-to-date, run 'Windows Update' from the Start menu or the Control Panel. Windows Update will check to see if there are any available updates and list any it finds including those for Internet Explorer. Make sure the Internet Explorer-related updates are selected and click 'Install Now'; it may take a while to install the selected updates and you may need to restart your computer when the installation is complete.

Configuring Microsoft Internet Explorer

If you have already enabled 'Web page dialling' in the CTI client as covered earlier in this guide (see Configuration of the CTI client) then no further configuration is required. Telephone numbers found on web pages displayed in Internet Explorer will be converted to clickable hyperlinks that dial the number.

Note: It is possible to pin a specific URL to the taskbar by dragging the webpage's icon. In these situations webpage dialling will not work.
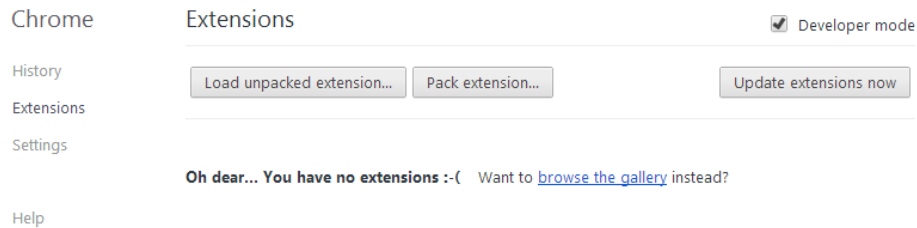
Updating Google Chrome

Google Chrome updates automatically if it detects that a newer version is available and usually takes care of this in the background without intervention from you. When a newer version is available, a small arrow can be seen near the spanner icon. You can check which version you have by clicking on the spanner icon and then clicking 'About Google Chrome'.
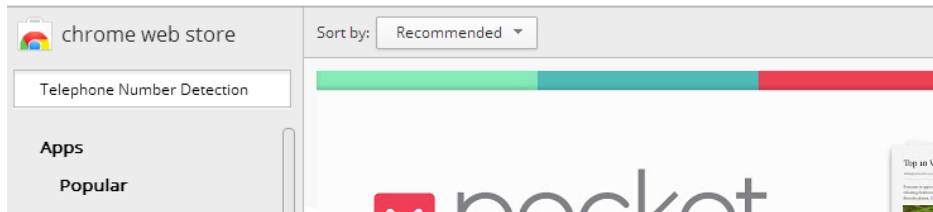
Configuring Google Chrome

Download it from Chrome Web Store by either following this link: http://goo.gl/8UopvR or going to Chrome browser 'Settings' -> 'Extensions'
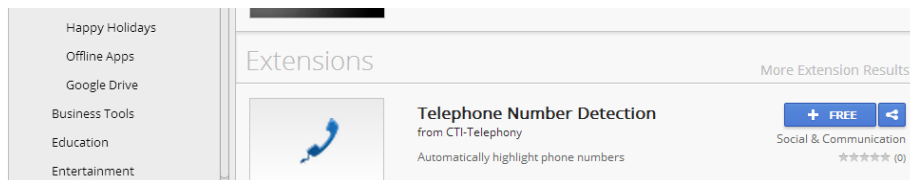
a) Click on the 'browse the gallery' link

b) Within the Chrome web store gallery type in "Telephone Number Detection" and hit enter
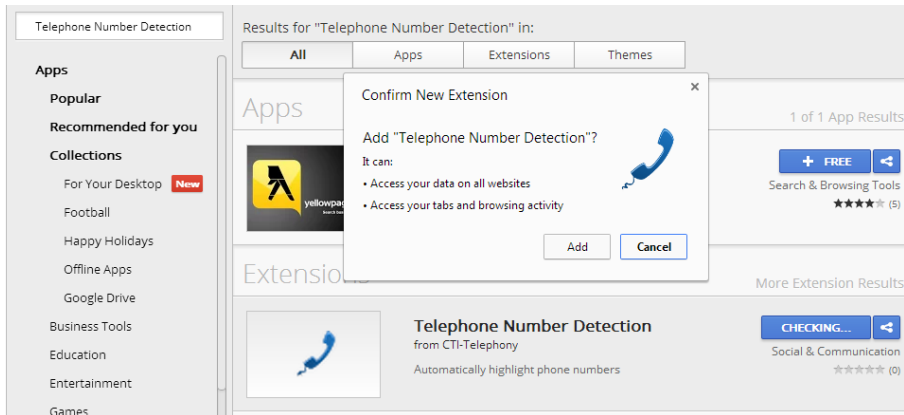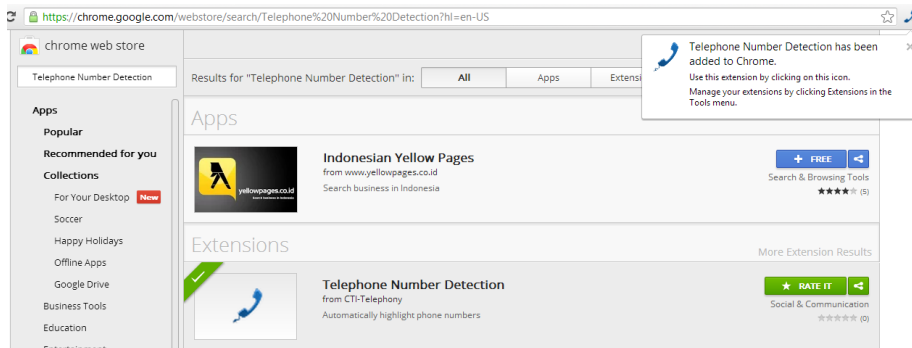

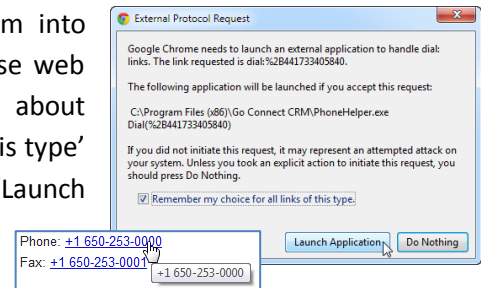c) Click on the "+ Free" icon to add this extension

d) Click add

e) All done 'Telephone Number Detection' is now added to your chrome browser extensions

Loading the 'Telephone Number Detection' extension via the Chrome Web Store will cause the extension to automatically update whenever a new version is published (unless Chrome browser is configured differently)

Chrome will now be able to identify numbers and convert them into hyperlinks you can click to dial the number. The first time you use web page dialing in Chrome, a window will pop up with a message about external protocols. Click the 'Remember my choice for all links of this type' check box to prevent the message from reappearing and then click 'Launch Application' to dial the first number.

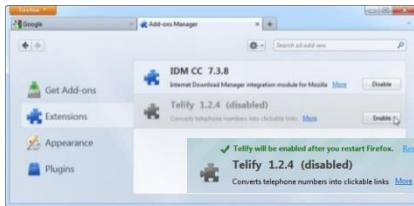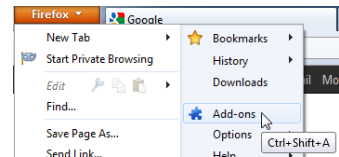Well done! That is the end of the Chrome configuration process.

Updating Mozilla Firefox

Mozilla Firefox is configured to detect updates automatically and then let you know; you just need to click 'OK' when asked if you want to install the latest update. If an update has been pending for more than 24 hours, Firefox will remind you. You can check which version you have by clicking the 'Firefox' button at the top of the browser window, hovering over the 'Help' menu and then clicking 'About Firefox'.

Configuring Mozilla Firefox

Open Firefox and click the Firefox button in the top-left corner to reveal the main menu, then click the 'Add-ons' option; a new tab will be opened that gives you access to the various extensions and plugins that have been installed. The files that make up a modified version of Codepad's Telify dialling add-on are already installed in the correct location so you don't need to install it but it may need enabling (which is what we are checking now).

Click the 'Extensions' option in the menu on the left-hand side of the 'Add-on Manager' tab to display the list where Telify resides. If Telify's row is greyed out with an 'Enable' button, then it is disabled; just click the 'Enable' button and then the 'Restart now' button when prompted. Firefox will restart and dialling is almost ready to go.
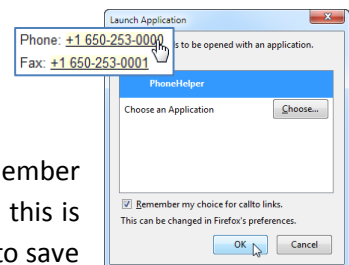
If Telify is not present in the list of extensions, you need to update the CTI client.

Once enabled, you can modify Telify's behavior and the appearance of the converted numbers by clicking the 'Options' button which now appears on Telify's entry on the 'Add-on Manager' tab.

Make sure that 'callto:' is selected in the 'User protocol' dropdown box, otherwise feel free to experiment; you can always return to the standard settings (seen opposite) if you run into trouble.

The first time you use dialling in Firefox, a message window will pop up informing you that the link you have clicked on needs to be opened with an application.

Click the 'PhoneHelper' option in the 'Send to' box and make sure the 'Remember my choice for callto links' check box is checked as in the picture opposite; this is to prevent the message window appearing in future. Click the 'OK' button to save
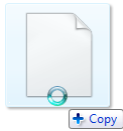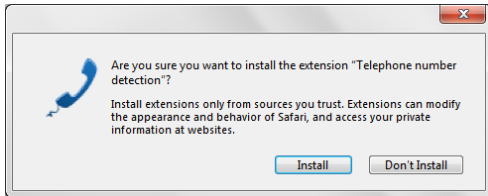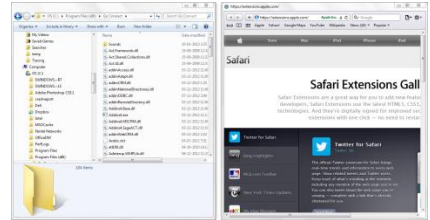
the settings and dial the first number.

Congratulations! You've completed the Firefox configuration.

Configuring Safari

Start by opening Windows Explorer or My Computer and navigating to the CTI client's program folder; it is usually in the 'Program Files' folder on the C: drive. Also open Safari and go the extensions page (Click on the cog and select 'Safari Extensions'. Sit the two windows side-by-side.

Click and hold the mouse button down on the 'SafariDialExtension.safariextz' file in Windows Explorer/My Computer and drag the file over to the Safari window, then let go of the mouse button to drop the file into Safari; this installs a version of the dialling add-on in Safari. If the 'SafariDialExtension.safariextz' file is not present in the CTI client program folder, you need to update the CTI client.

A window will pop up asking you if you are sure you want to install the software, click 'Install' to proceed with the installation. The installation shouldn't take very long.

Well done! That is the end of the Safari configuration process.

Note: Xchange for MAC will install the Safari plugin automatically when first installed. To install manually go to the configuration menu and on the versions option press the "Re-Install Safari Plugin".