

Adore CLICK2CALL

User Manual



www.adoreinfotech.com

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The screenshot shows a web browser window with the following elements:

- Address Bar:** <http://adoresoftphone.com> - Adore Click2Call - Mic...
- Page Header:** Adore Click2Call
- Status:** Registered... (with a text input field below it containing "Connected...")
- Buttons:** Close Application, Cancel
- DTMF PAD:** A grid of buttons for digits 1-9, 0, *, and #.
- Footer:** Adoresoftphone.com
- Taskbar:** Done, Internet

1	2	3
4	5	6
7	8	9
*	0	#



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1. Welcome to Click2Call

Adore Click2Call Service - Exploit your Website's full potential by offering customers an Instant Connection to a live Sales or Support Person while they are visiting your site. A prospective customer viewing your website can use "Click2Call" to talk a sales or support person while viewing the website. The customer clicks on the "Click2Call" button. This connects a call to your designated telephone number in real-time with sales or customer service agents.

1.1 –What is Click2Call?

"Click2call" allows any web surfer to complete a FREE telephone call to the web site owner by pressing a button on their web page. The phone call is completed using the computer's microphone and speakers and a regular phone or IP phone or Softphone (PC to Phone or PC-PC) at the receivers end. The surfer is able to continue to use his web browser at the same time. All in real time whilst online.

1.2 – Advantages of Click2Call

- It makes your business easier to choose by making it easier for consumers to contact you.
- Increase online sales and revenue
- It helps you better serve your customers
- It helps you build customer loyalty
- Increase your order sizes by helping your customers find the items they want and cross selling related products
- Increase your customer's satisfaction by offering shorter waiting times and immediate answers to their questions.
- Immediate answers to customer questions.

1.3 – Why "Click2Call"?

"Click2Call" is designed to enable your sales representatives to easily communicate with prospective customers before ordering your products or services. Surveys show that 30% to 40% of prospective customers want to speak to a sales representative just before they place an order. A well designed website answers most questions but many customers still want to talk to a knowledgeable person prior to making the order for services final. Click2Call facilitates communications between customers and vendors.



1.4 – Click2Call panel and User Features

RegistrationStatus: It shows status of the registration of the user account to the SIP Server

Click Here to Close Application Safely





2. Installations and Setup

2.1 Account Information

After choosing a VoIP service provider, you will need the following information:

- User name
- Password
- Authorization Name (if applicable)
- Domain

2.2 System Requirements

Processor Minimum: Intel Pentium III 1.3 GHz or equivalent

Optimal: Pentium 4® 1.8 GHz or equivalent

Memory 256 MB RAM

Hard Disk Space 50 MB

Windows XP

Connection IP network connection (broadband, LAN, wireless)

Sound Card Full-duplex, 16-bit

Internet Explore

2.3 Multimedia Device Requirements

Adore Premium requires both speakers and a microphone to make calls. Any of the following configurations are acceptable:

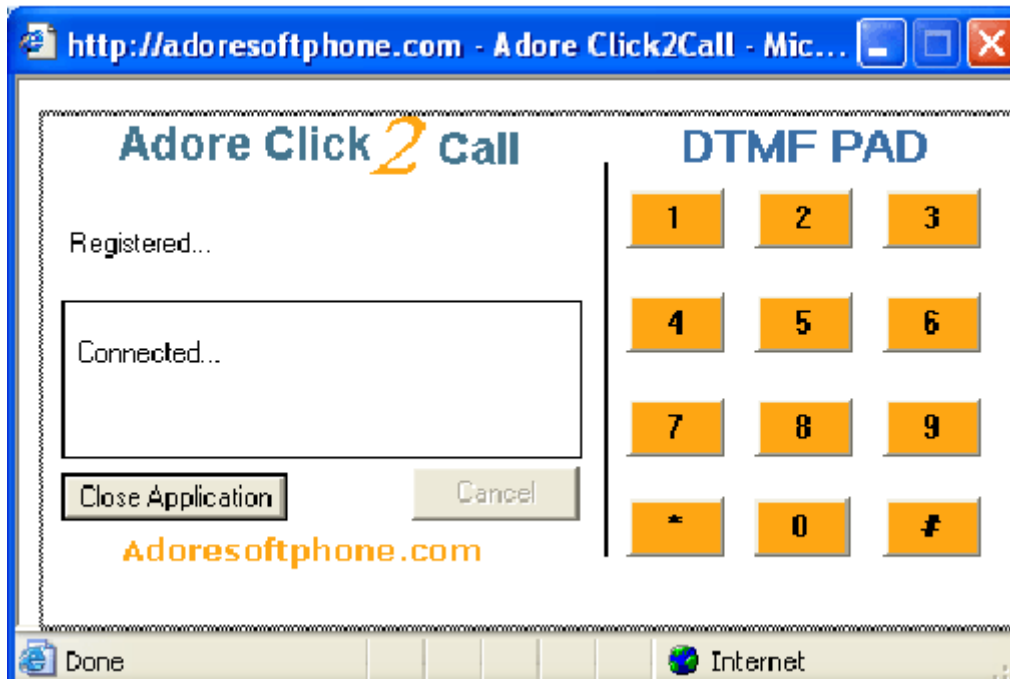
- External speakers and microphone
- Built-in speakers and microphone
- Headset

3. Working of Click2Call



When user will open the website containing "Click2Call" in Internet Explorer. It will shown as example of www.adoresoftphone.com website given below

Using Click2Call



3.1 Register your Click2Call

When Click2Call start it will show registration status as following

Registered - It shows that Sip IP account is registered in sip server and Click2Call is ready to call

Registering - Click 2call is going to registering in sip server.

Not registered -It shows that there is the problem in the sip account

3.2 Calling by your Click2Call

When you call by Click2Call following values of Session Status are

Ready to call - User used to click call button for calling.

Ringng – Ringng at the receiver side

Call connected – Receiver pick up the phone to talk.

Disconnected –Call is disconnected

4. Trouble Shooting



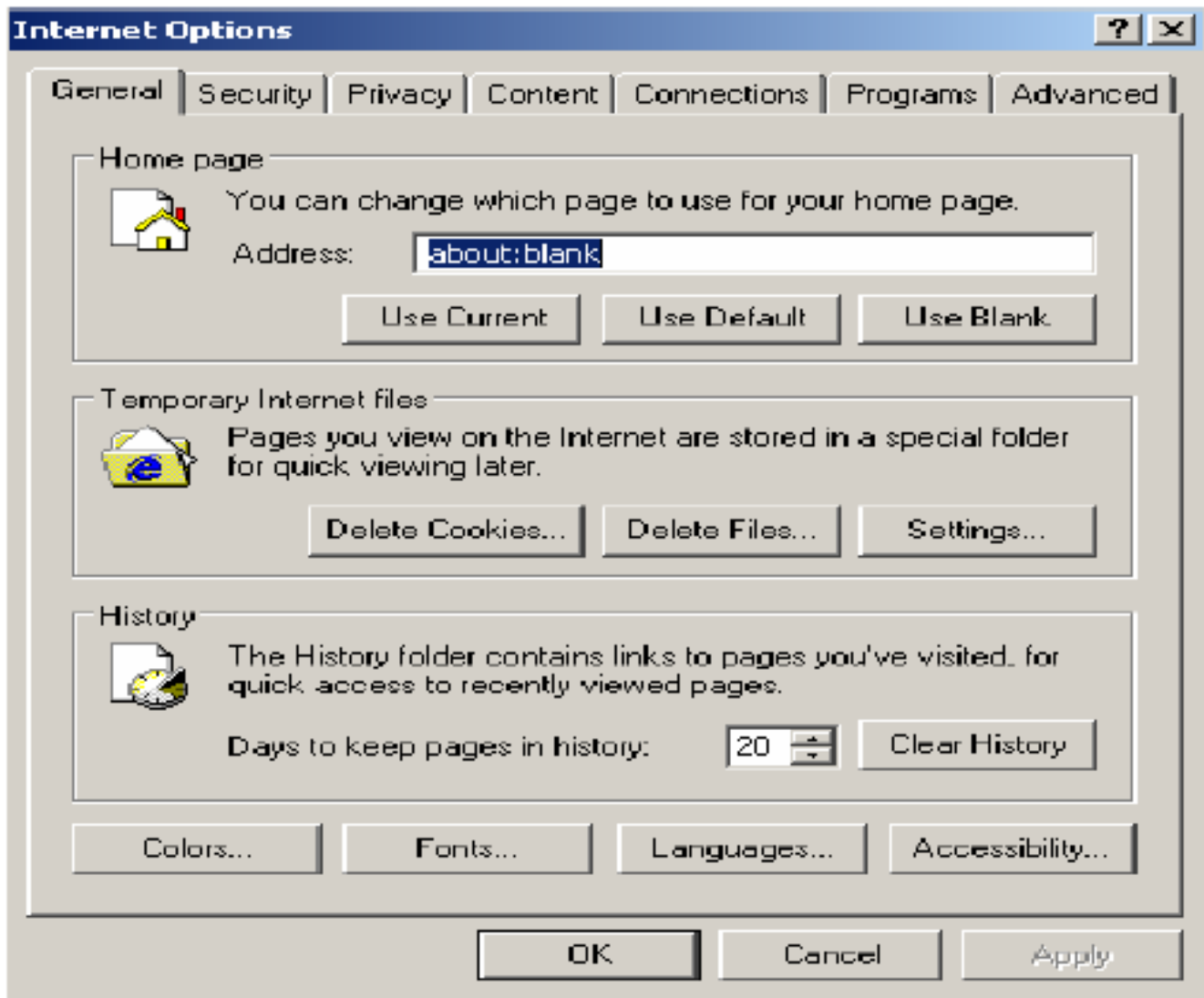
Problem	Possible Reason	Suggestion
Keep showing Registering...	Internet Connection is too slow or Drop / Server Not responding	Check your Internet Connection / server setting
	User and password is wrong	Cross check username and password (password is case sensitive)
Voice is too slow / voice is not audible	System volume is Low / sound driver not present / disable	Increase Volume by using system volume / Install proper Sound driver / enable driver
Click2Call not shown on web page	Security setting of internet explorer is not proper	Make Proper security setting Ref 6.1
Web Page shows" Internet Explorer has restricted this file from showing Active content"	Internet Explorer blocked Active content	Allowed Active Content in Internet Explorer (Ref6.2)



5. Appendix

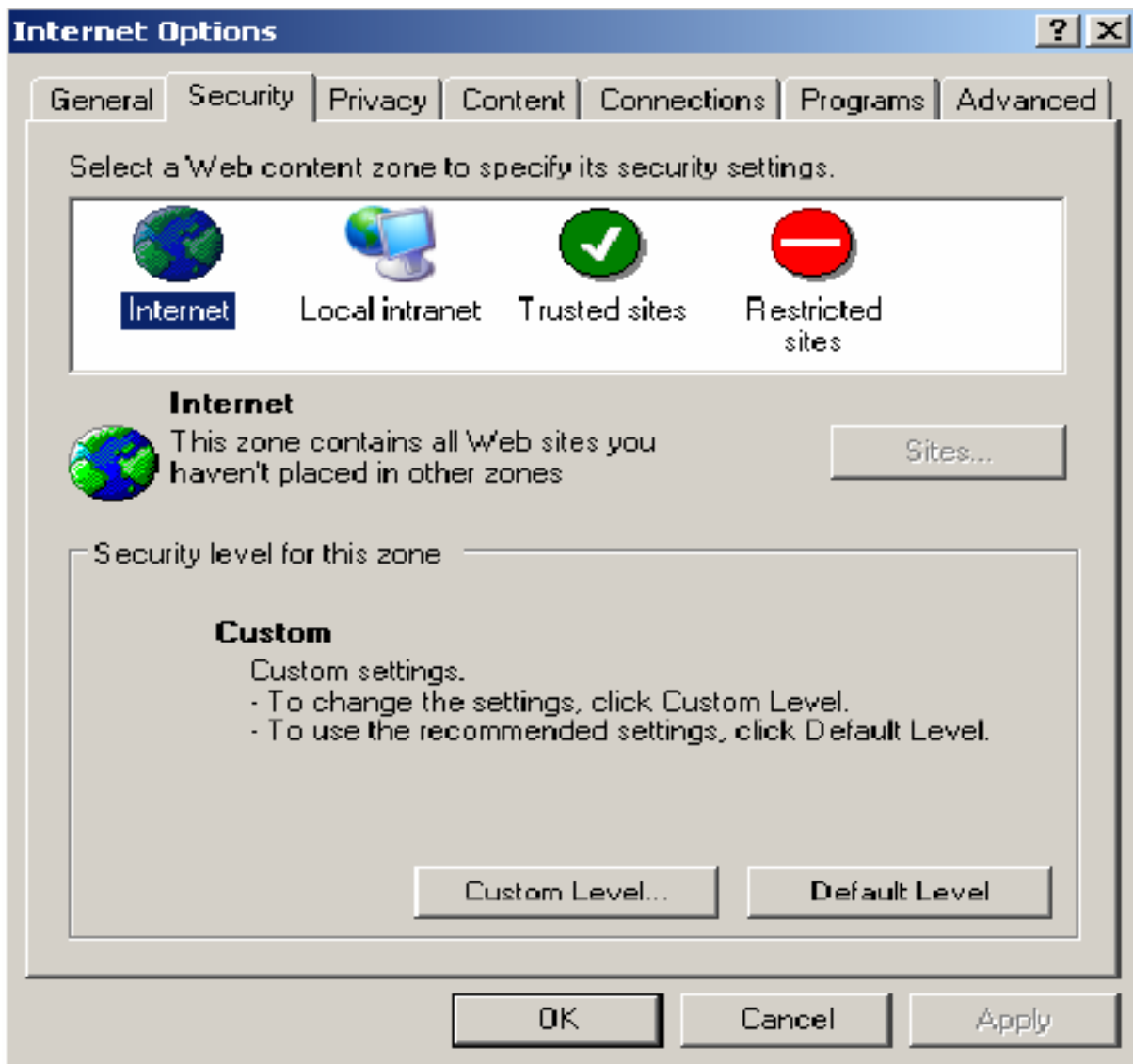
5.1 Security Setting

- Open Internet Explorer
- Click on Menu button "Tools".
- Select & click "Internet Options". Internet options window open as below



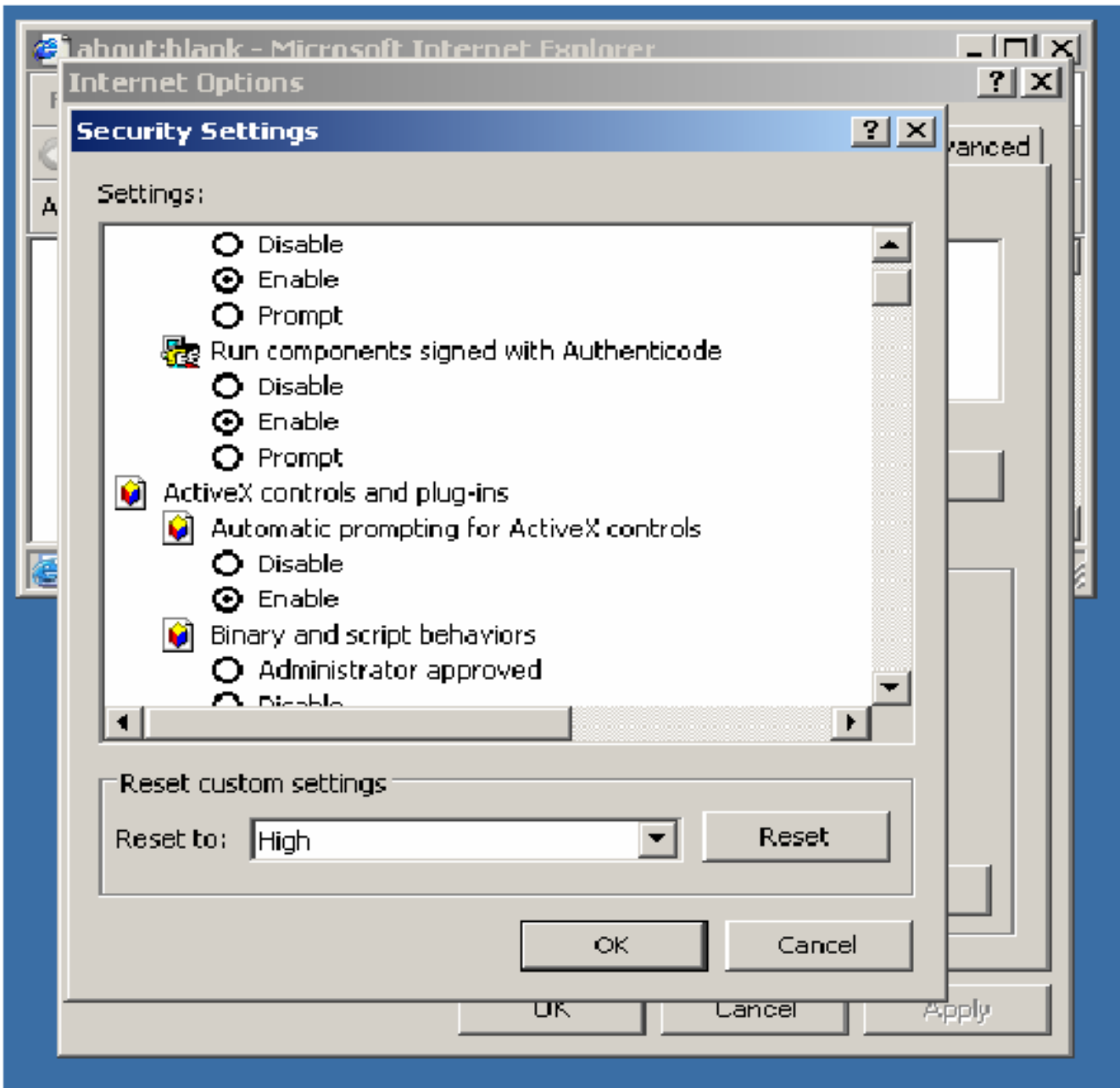


- Click the security tab





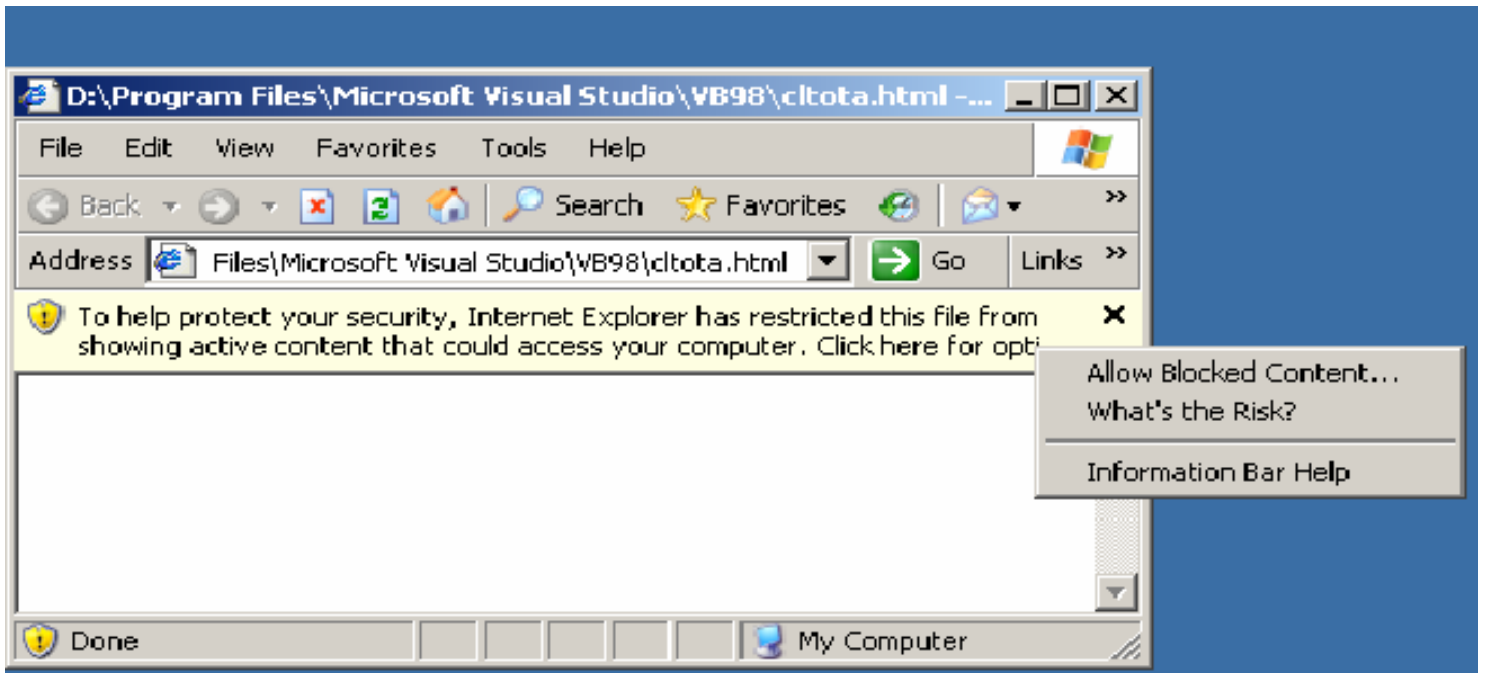
- Click the "Custom Level" Button. Security setting window is open as below



- Within Security Settings make sure these Active X controls settings are enable as shown in figure given above.
- Restart Internet Explorer.

Allow Block content

Open the website contains "Click2Call"



Then right click security bar, a popup window is open as shown in fig given above then click "Allow Blocked Content..."



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