



Vodafone ONE IntegratePlus and ONE Integrate

User Guide

Versie 2.5.17 / May 2016

The future is exciting.

Ready?



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1. Introduction

ONE IntegratePlus and ONE Integrate are powerful business productivity tools to bridge the gap between your customers and your business systems. It is designed for more efficient use of CRM and desktop applications for desktop users, making their lives more integrated and efficient.

Vodafone One Net with the ONE Integrate(-Plus) add-on allows a user to efficiently use multiple CRM systems and desktop applications in a daily routine to:

- Realise the full potential of your Vodafone One Net communications environment
- Improve the quality and professionalism of your call handling and the caller experience.
- Increase the productivity and collaboration of colleagues within your organisation.
- Reduce the time and costs involved with making and receiving large volumes of calls.

ONE Integrate(-Plus) is a desktop software client that integrates your IT and CRM systems with One Net telephony. This User Guide explains how to set-up and use ONE Integrate(-Plus) in your daily routine, simply behind the screen of your PC.

This User Guide applies to ONE Integrate (-Plus) client versions 2.5.32 and higher.

Call Control

Without needing to touch your handset, a ONE Integrate(-Plus) user has access to a full range of control over inbound and outbound calls, including dialling, answering, transfer, consult and hang-up.

Address Book

Details of regular contacts can be stored in the ONE Integrate(-Plus) local address book. The address book can be searched, and a contact's number can be dialled with a simple click. Notes held against the contact can be automatically displayed when they call.

Caller Preview

On inbound and outbound calls, if a match for the caller is located in the local address book (or within an integrated application) the caller's summary details are displayed on screen. This allows you to see who is calling them before they answer the call.

Contact Popping

If a caller is located in either the local ONE Integrate(-Plus) address book or in an integrated application, their full details can be quickly "popped" on screen.

Recent and History lists

You can quickly view a list of the most recent numbers that they have dialled, or a fuller history list of all inbound and outbound calls. Any telephone number in these lists can be re-dialled with a simple click.

Real-Time Presence

The "presence" screen allows ONE Integrate(-Plus) users to check the One Net telephony busy status of their colleagues' extension. This feature greatly improves co-ordination and collaboration between users.

Application and Internet Dialling [click-to-dial]

ONE Integrate(-Plus) supports several methods of dialling from applications. Many applications can be enabled to allow dialling directly from within the application. Web pages can be scanned for valid telephone numbers and, when found, they are turned into hyperlinks to make dialling fast and easy.

Call Settings

The Call Settings feature enables you to easily modify the configuration of your Vodafone One Net settings such as Call Forward and Remote Office. It also allows you to change your One Net password.

ONE IntegratePlus and ONE Integrate

Throughout the document we will explain ONE IntegratePlus behaviour and features, a Unified Communications client which integrates with your CRM software and desktop applications with your Vodafone One Net environment. ONE Integrate behaves as ONE IntegratePlus, however only integrates with desktop applications Outlook, Lotus/IBM Notes and Google Contacts.



2. Installation

2.1. Before you start

Before you start, please make sure that you have a suitable computer to install the client. Requirements are as follows:

PC Client - Minimum Hardware Requirements:

- 1.8 GHz Pentium-class processor
- SVGA display
- 2 GB Memory
- 1 GB free hard drive space
- Network adapter connected to a TCP/IP network
- Keyboard and mouse

Supported Operating Systems -

- Windows Server 2008 and 2012
- Windows 8 (Desktop Mode)
- Windows 7 Professional
- Windows Vista
- 32 bit and 64 bit

2.2. Installation

When you first install ONE IntegratePlus Client, it takes you through an installation phase where you need to provide your ONE IntegratePlus URL server's address and your login credentials. When it does this, it presents the Telephony settings page of the Configuration window.

When installing a new update of ONE IntegratePlus, please first deinstall the previous version before installing the updated version.

Note: ONE IntegratePlus Client can be downloaded for either service, ONE IntegratePlus or ONE Integrate.

Login details:

Enter your Vodafone One Net user name and password; these are provided by the One Net Administrator within your company.

Click the Save button to store any new/edited information or click the Cancel button to discard any new/edited information.



3. Tray menu

The tray menu is accessed by right-clicking on the ONE IntegratePlus Client icon which is a green circle, red if you're on a call or yellow if a call is on hold.



- Quick dial box
- Recent menu
- Features menu†
- CommPilot Express menu†
- Call Control / contact management
- Configuration Exit



Note: Windows 7 and above, some tray icons become hidden and expressly have to be shown. These settings are stored in the "Notification Area Icons" part of the Windows Control Panel.

Quick dial box:

Type the number to dial or enter the name to find contact details.

Recent menu:

Quickly see recently dialed numbers, and click to redial them.

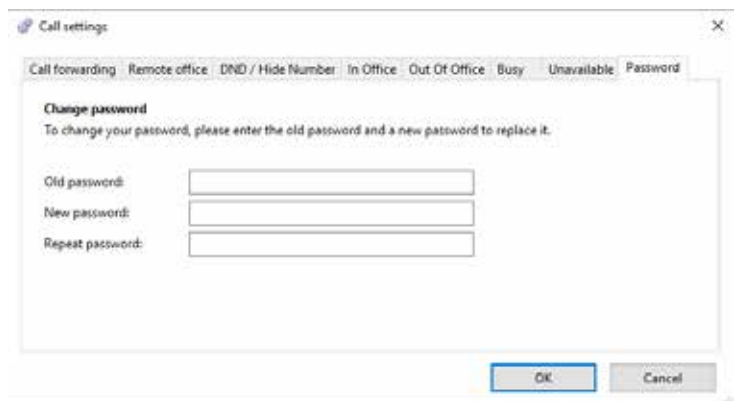
Features menu :

The Features menu provides you with options to control the behaviour of your phone. The options available from this menu are "Call settings", "Set Forward All" and "Set Do Not Disturb".



Call settings:

This allows you to configure your preferred settings for Call forwarding, Remote Office and Do Not Disturb/Hide Number, CommPilot express Call Control (IN/OUT Office, Busy, Unavailable Profile) and Password Change. Set your Call settings IN/OUT Office, Busy, Unavailable Profile to your intended CommPilot Express state.



Note: Availability of these options is dependent upon the features available from your Vodafone One Net profile. For more information on the services provided to you, please contact the One Net Administrator of your company.

Note: Vodafone One Net does not support Forwarding to Voicemail through ONE IntegratePlus

CommPilot Express menu [beta feature]:

The CommPilot option allows to quickly select your preferred CommPilot Express profile. These can also be linked to your Microsoft Outlook calendar so that the status of your Microsoft Outlook calendar will set your CommPilot Express profile. To link these you must set your appointment setting in your Microsoft Outlook integration to "(Default)". Remember to set the 'Call settings' above to have the intended actions on the CommPilot express state (IN/OUT Office, Busy, Unavailable Profile) executed. Your Microsoft Outlook calendar availability will match to your CommPilot Express profiles as shown in the table below.



CommPilot Express	Microsoft Outlook calendar availability
Available: In Office	Free
Busy	Busy
Busy	Tentative
Available: Out of Office	Working elsewhere

Note: the CommPilot Express menu options have recently been added to the ONE IntegratePlus software and are made available for your convenience as trial/beta features. They are not fully supported in the current release.

Set Forward All:

This allows you to enter a number that will be called when someone calls your extension. Please remember that that your phone will not ring when this is set.

Set Do Not Disturb:

This allows you to set your phone so that a caller will hear the busy tone when they call your extension.

Call Control / contact management :

These options are used to monitor or control the creation and flow of calls.

Configuration :

Contains options to change your user experience, and configure CRM packages to integrate with.

Exit :

Use this to unload the software.



4. Phone window

From the phone window, you can access the following items:

- Main menu
- Contact information
- Page left/right
- Actions
- Notes
- Call information



Main menu:

Click here to display the main (tray) menu.

Contact information:

The name and telephone number of the remote person.

Page left/right:

Use these buttons to switch between calls when you have more than one call in progress.

Actions:

Use these buttons to interact with the current call and contact.

Notes:

Information stored in the contact's notes (Shared Address Book only).

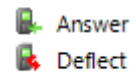
Call information:

Other information about the current call.

When the Phone window is open, you can simply start typing a telephone number on your keyboard. ONE IntegratePlus Client will understand that you want to make a call and switch to the Make Call screen.

The Phone window allows you to interact with the current call in a number of ways. Users can also click any buttons showing integrated application names to open the caller's record in those applications. When a call is ringing, you can choose to answer the call by clicking the "Answer" button or deflecting it (transfer it without answering it) to another extension. Deflecting a call is done in a manner similar to transferring calls. If you are already on the phone and someone else calls you, then you can use deflect productively to move the call to a co-worker.

Actions



It is also common to use this screen to perform a transfer of the current call to another extension or user. To do this you must be connected to the call (as opposed to it being on hold or ringing). To transfer a call you do NOT press the Hold button - it has a different purpose (more about this later). Instead you either press the Consult button or the Transfer button. You choose the button according to whether you want to speak to the other person (Consult) or not (Transfer).

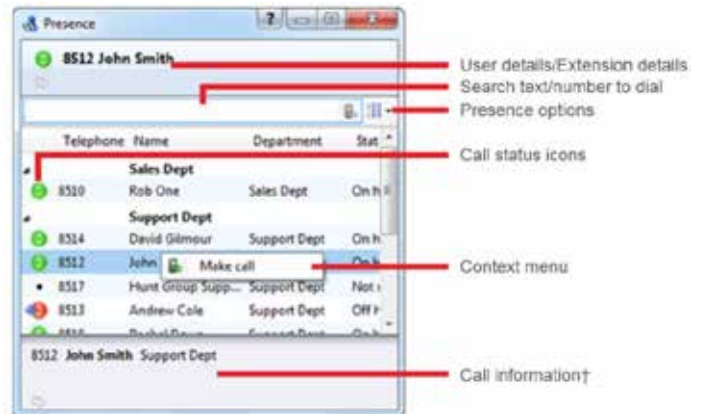
You can also put calls on hold. Depending on your telephone system configuration, this means that the other person should hear music. When you are ready to talk to the caller again, use the Unhold button. Remember, the Hold button is not for transferring calls. It is purely to pause the call. If you want to transfer a call that is on hold, then first you will have to take the call off hold first.



5. Presence window

In its most basic form, the Presence window provides a quick way to check the availability of your co-workers. The Presence window is accessible from the tray menu and contains a list of all the extensions, unless your Vodafone One Net Administrator has chosen a different arrangement.

- User details/Extension details
- Search text/number to dial
- Presence options
- Call status icons
- Context menu
- Call information†



User details/Extension details:

The current call status is indicated here by the icon.

Search text/number to dial:

To filter the list of users/extensions, text can be typed into this box and the list will update to only show items containing that text.

Call status icons:

The icons displayed below indicate the current call status of each user/extension.



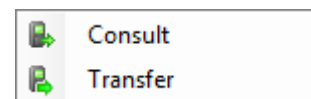
Presence options:

If you want to personalise your Presence window to include just the contacts that you need, then you can do this using these options. The other styles that you can choose, instead of Extensions is Custom. The user list is for hotdesk oriented sites. These are sites where staff moves around and hence the list is oriented toward who is available and where they are, rather than which extension is available.

Context menu:

If you right-click on one of the entries in the Presence list, then a context menu should appear. Assuming that you are not already on a call, then the menu should contain the Make Call item. By choosing this action, you can dial the extension directly.

If you had been on a call already, then the choices would have been Consult and Transfer in place of Make Call. This is appropriate because, if you are already on a call, then the expectation is that you are clicking on the extension with a view to transferring the call to them.



If you see an extension that is flashing red then it means that the extension has a call ringing at it. Right-click on the extension and the context menu will include an option to pick-up the ringing call.

Call information †:

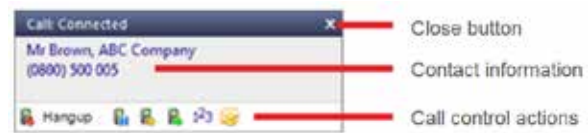
Other information about the current call.

† Not all users of ONE IntegratePlus are licensed to use this feature. Check with the One Net Administrator from your company.

6. Preview window

The Preview window appears when a call is made or received. It contains much of the information from the main Phone window but in a much more compact format and it disappears shortly after a call connects.

- Close button
- Contact information
- Call control actions



Close button:

Use this to make the Preview window disappear immediately.

Contact information:

The telephone number and name of the other party.

Call control actions:

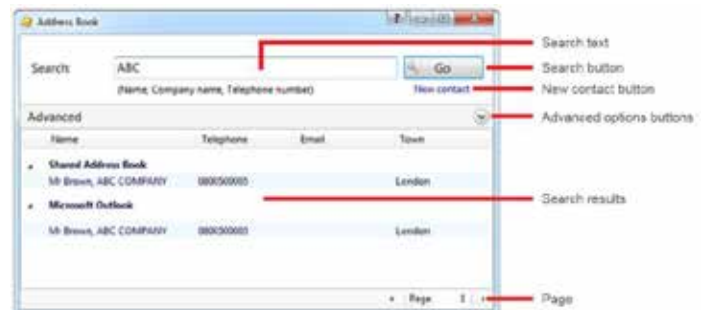
Use these to interact with the call. Using some of these will display the main Phone window.

Like the Phone window, the actions at the bottom of the preview window adapt to the state of the call. The example picture shows the actions that are available when a connected call is in progress. To conserve space, the text is only shown for the first action. The rest are depicted by their icons only.

7. Address Book window

The Address book window is accessed from the Address book item on the main menu or tray menu icon. It provides access to Vodafone One Net company-shared address book and integrated CRM databases.

- Search text
- Search button
- New contact button
- Advanced options buttons
- Search results
- Page



Search text:

Enter the text to search for within the contacts. Leave this blank to show every contact.

Search button:

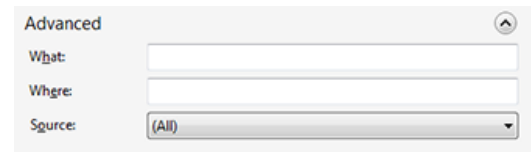
Click on this button to begin the search.

New contact button:

Click this button to add a new contact record to the shared Address Book.

Advanced options buttons:

Click this button to show advanced options for further filtering of the search results.



If you get too many results back, you may want to consider further restricting your search by using the Advanced options. Users can filter by address fields such as town or postal code (*Where*), other fields (*What*) and the specific database where you think the contact might be currently stored (*Source*).

Search results:

Click on the telephone number of a contact to dial them.

Page:

Use the arrow buttons or type the page number you want to view into the box.

8. Call History window

The Call History window is accessed from the Call History item on the main menu or from the tray icon menu. As well as reviewing recent activity, you can dial someone from here by clicking on their telephone number.

By default, the Call History screen returns the fifty most recent calls.

- Expand/collapse
- Click to dial contact
- Click to view/add contact

Date/Time	Telephone	Name	Duration	Direction
Today				
17:19:07	204	Libby McIntyre	38s	Out
17:18:56				
17:07:13	0800590005	Mr Brown, ABC COMPANY	4m 56s	In
17:05:35	0800590005	Mr Brown, ABC COMPANY	1m 27s	In
17:00:29	0800590005	Mr Brown, ABC COMPANY	4m 56s	In
16:54:38	0800590005	Mr Brown, ABC COMPANY	5m 42s	In
15/01/2013				
10:25:40	0800590005	Mr Brown, ABC COMPANY	26s	Out
13/01/2013				
16:38:58	202	ben	15s	In

View/add contact :

You can add a new contact record to the Personal Phone List from your Call History by clicking on where the name would appear (it will be a location name in brackets instead). When you do this, the Create contact window will appear.

9. Consult and Transfer window

To transfer a call or consult a co-worker you do not press the Hold button. The Hold button has a different purpose. Instead you either press the Transfer or Consult button.

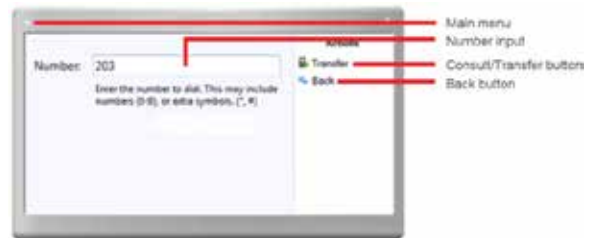
You choose the button according to whether you want to speak to the other person (Consult) or not (Transfer).

You are then presented with a screen like the Make Call screen, but with the word Consult or Transfer at the top. Your call is not on hold at this stage yet. When you are ready, type the number to dial and click the Transfer/Consult button according to the required action.

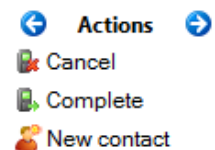
If you are consulting then the original call will be put on hold pending transfer (the pending transfer bit is important).

If you are transferring then the call will be put straight through (remember to say goodbye first).

- Main menu
- Number input
- Consult/Transfer button
- Back button



When consulting and you have finished talking to the other caller, you can either click Cancel to return to the original call or click Complete to transfer the original call to your co-worker. You can also transfer calls by using the Presence window.

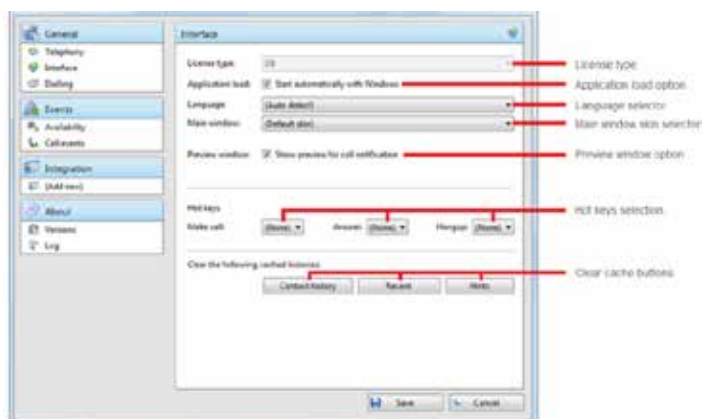


Note: Client is optimised for CTI use; for mobile only users consult feature is not supported in the current release.

10. Interface settings

The Interface page allows you to change settings relating to the look and feel of the software, including actions that happen when calls take place.

- License type
- Application load option
- Language selector
- Main window skin selector
- Preview window option
- Hot keys selection
- Clear cache buttons



The Interface page allows you to change settings relating to the look and feel of the software, including actions that happen when calls take place.

License type:

Displays a license type the ONE IntegratePlus or ONE Integrate Client uses.

Application load option:

To have the software start automatically when you log on to your computer, put a tick in the "Application load" tickbox. The setting will take effect next time you log on to your computer.

Language selector:

Language packs are available for the software to change the language of the user interface.

By default, the software will attempt to automatically select the language to use based on the language setting of your operating system. However, you can change the language used by selecting from the Language dropdown list.

Any changes you make to the language will take effect next time you start the software.

Main window skin selector:

By default, many of the software's windows have a "skin" to make them look nice. If you find that you do not like the "skinned" windows, perhaps for accessibility reasons, you can turn them off by selecting "No skin" from the Phone window dropdown. The next time you load the software, the windows will all be standard Windows-style windows using the theme from your operating system.

Preview window option:

You can turn on or off the unobtrusive Preview window for all calls by ticking or clearing the appropriate box.

Hot keys selection:

The "Hot keys" section allows you to setup keys on your keyboard and associate them with the following actions : Call (number must be highlighted in order to dial), Answer and Hangup.

Clear cache buttons:

The last section of the Interface page has buttons you can press to quickly and securely perform certain actions : Clear the history of all CRM contacts from your call history, recent numbers (as shown in the Recent list), and which hints the software has shown you (clearing hint history allows the software to show you the hints again).

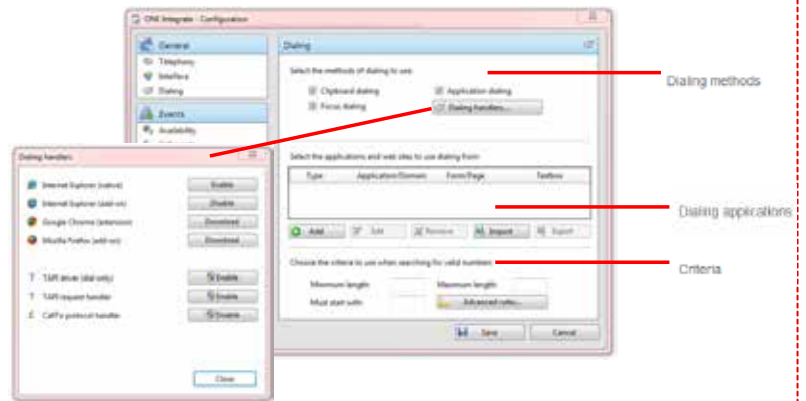
Click the Save button to store any new/edited information or click the Cancel button to discard any new/edited information.



11. Dialing settings

This page allows you to turn dialing on and off from all the different types of application that the software supports.

- Dialing methods
- Dialing Handlers
- Dialing applications
- Criteria



Dialing methods:

Tick the appropriate boxes to turn the required dialing methods on. The different methods of dialing are:

- **Clipboard dialing:**
Copy a telephone number to the clipboard so ONE IntegratePlus Client can dial it automatically. Each time a valid telephone number is copied, a small bubble will appear from the tray icon and will ask you if you want to call that number.
- **Application dialling:**
ONE IntegratePlus Client Dynamically scans and recognizes any numbers in textboxes that look like telephone numbers and adds new Dial buttons to applications that you have trained it for. You will see one of two options: a dial button appears on the right hand side of a textbox, or you will have to hover with your mouse above that textbox and the Dial and Hang up buttons will appear also on the right hand side of the textbox.
- **Focus dialling:**
Dynamically recognises any telephone numbers in the textbox where the cursor is located and provide you with three options: Dial, Hung up and Dismiss button. Focus dialing can be used for any type of Windows-based application that stores telephone numbers within a textbox. Only recommended to use if Application dialing option is not appropriate.

When tapping onto the 'Dialing handlers' button, you will have more options:

- ONE IntegratePlus Client. Web page dialling: ONE IntegratePlus Client can automatically scan webpages in supported web browsers and convert anything that looks like a phone number into a clickable hyperlink. See Chapter 17 'Web Dialing Configuration' for more details.
- TAPI Dialing: this option is not supported in current release.

Dialing applications:

Any applications or webpages that you have told ONE IntegratePlus Client to add Dial buttons to appear in the table. To add a new application or webpage to the list, click the Add button to launch the dialing wizard. You can use the Edit and Remove buttons to correct any mistakes you have made. If you have set up some applications that you dial from and are now moving PC, you can use the Export button to export the dialing settings of the applications and webpages that you have set up and save them in a single file named "dial.settings". If you have a "dial.settings" file and want to add the settings from it to your software, you use the Import button.

Criteria:

The last section on this page allows you to define what telephone numbers look like, to help the software more accurately determine whether a string of numbers it sees in a webpage or on the clipboard is really a telephone number or not. You can tell the software the minimum and maximum length of telephone numbers (anything outside the range will be disregarded as a real telephone number), and you can also specify that telephone numbers must begin with a certain string of characters. The "Advanced rules" allows "regular expressions" to be used to more accurately control whether a number should be considered as a valid telephone number or not.



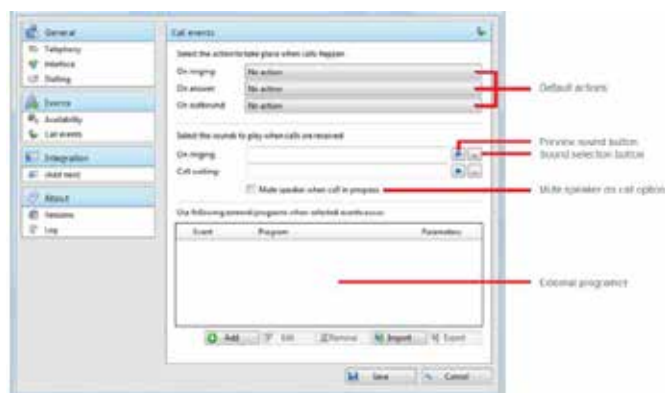
12. Call Events settings

The Call Event settings window allows you to configure actions and sounds that should be triggered by call events.

- Default actions
- Preview sound button
- Sound selection button
- Mute speaker on call option
- External programs†

Default actions:

You can make the software either show the Phone window or pop the contact when certain events happen. Just select the relevant action from the relevant dropdown list: On ringing, On answer, or On outbound.

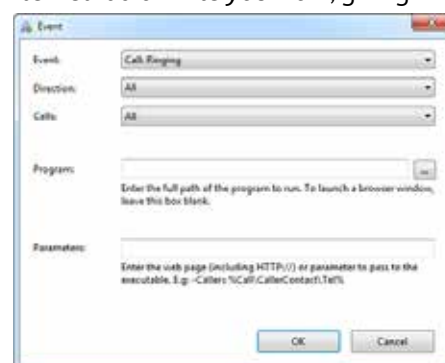


Sound selection button:

The next section allows you to choose a sound to have your computer play when your phone is ringing and/or you have a call waiting. This can help you to uniquely identify that it is your phone that is ringing and not a co-worker's. You can also tick the box to have your computer's sound automatically muted whenever a call is in progress, which is useful if you listen to music or Internet radio while you work, giving you a more professional appearance.

External programs†:

The software can also be configured to run one or more custom executable on selected events. To configure this, press the Add button and configure the following information: The Event list is used to select the event on which to run the program/application. The Direction list is used to select when it is either an incoming or an outgoing call. The Calls lists can be used to restrict events for internal/external or both.



The Program box allows you to select which executable to run. This box should be left blank to load an internet browser.

The Parameters box allows you to either choose the "command line arguments" for the program, or in the case of a browser, the URL to load. When using a URL, make sure that you include the URI scheme (ie HTTP://).

Note: Use of parameter values or numbers is not supported in the current release.

To help testing, you can use the word Message Box in the Program entry, if you want to show a message box with the translated Parameter output. Finally a "custom" button can be added to the preview window allowing a user to control application popping in the same way as for standard integrated applications.

Click the Save button to store any new/edited information or click the Cancel button to discard any new/edited information.

† Not all users of ONE IntegratePlus are licensed to use this feature. Check with your Vodafone One Net Administrator.



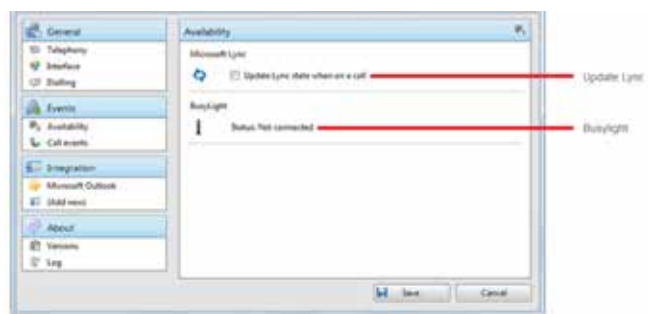
13. Connect Skype for Business [beta feature]

ONE IntegratePlus allows you to make use of some easy client-level features allowing you to connect with your Microsoft Lync 2013 / Skype for Business Desktop Client.

Note: these Skype for Business connection options have recently been added to the ONE IntegratePlus software and are made available for your convenience as trial/beta features. They are not fully supported in the current release.

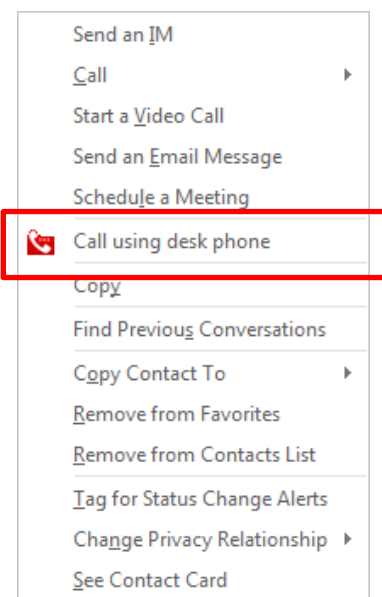
Update Lync/Skype for Business

If you use Microsoft Lync (supported versions/configurations), ONE IntegratePlus Client can automatically update the Microsoft Lync state to reflect the One Net calling status. Tick this option to enable or disable the feature.



Lync Client Integration

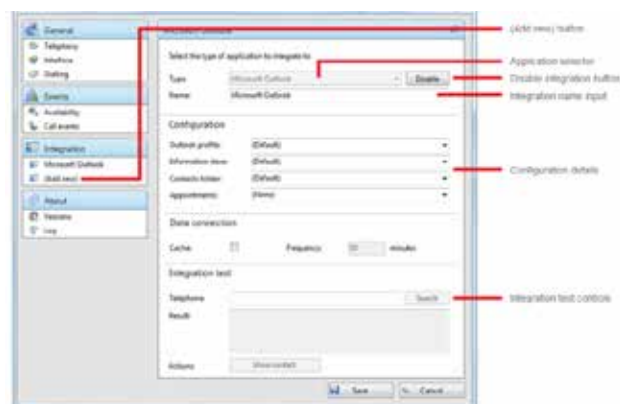
When ONE IntegratePlus is installed, it will modify the Microsoft Lync / Skype for Business menu (supported versions/configurations) to include the option "Call using desk phone". When clicked, this option will interrogate the Lync / Skype for Business Contact Card (last option in Lync / Skype for Business) and display the numbers held in it. Click one of the numbers to make your handset go off hook and dial the number using your One Net telephony platform.



14. Integration settings

The integration settings window allows you to configure, test and maintain the integration with the CRM system or other database setup by your One Net Administrator to be used with ONE IntegratePlus.

- (Add new) button
- Application selector
- Disable integration button
- Integration name input
- Configuration details
- Integration test controls



The Integration pages allow you to see and modify the databases that you have set up integration with. Integration means the database will be searched when calls happen to convert telephone numbers into names; and the database will be searchable manually from the Address Book window; and contacts that are found in the database can be "popped".

To make a new integration, click the (Add new) item and select the type of database from the dropdown list. The first time you enter this screen you may have to wait a few seconds as the software scans to find out what integrations are available.

To modify an existing database that you have set up, click its name in the list. You can also click its name and then click Delete if you no longer want integration to that database.

For applications like Outlook, the software attempts to find and use default settings that will "just work" for you, so you won't need to do anything more. For more complicated databases, the software will do as much as it can for you, but you may need to help it by for example entering your password, or telling it where the database files are, etc.

The Integration test area allows you to test the settings you have entered by entering a telephone number and seeing if the software can find it. If the number is found, you can click the Show contact button to make sure that "popping" works.

Click the Save button to store any new/edited information or click the Cancel button to discard any new/edited information.

15. Log information

The Log page displays information that is useful in the event of a problem.

- Devices list
- Log panel
- Copy to clipboard button



The Devices list shows the devices that are being used; this could include hardware and any apps that you have integrated with ONE IntegratePlus.

The panel below shows the Log entries. The log keeps a record of what ONE IntegratePlus attempts to do and whether it was successful or not. This information can be very useful when troubleshooting an issue; click the Copy to clipboard button and paste the info into a document.

16. Dialing Wizard

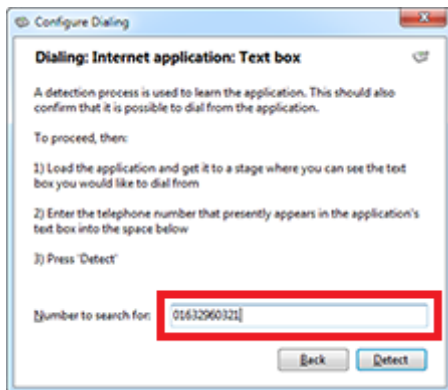
The dialing wizard is used to configure ONE IntegratePlus to dial from webpages that use text boxes and from within applications that the software does not already know how to dial from.

In the Configuration screen, on the Dialing page, press the Add button to load the dialing wizard and then follow the appropriate set of instructions below.

Webpages & -based applications using textboxes

1. Select the "Internet Explorer" option, then choose Text boxes.
2. Locate a page in your application that contains telephone numbers in a text box.

3. Enter the telephone number that is shown in your application into the wizard.



4. Press the Detect button. ONE IntegratePlus Client will then scan all open web pages and find the first instance of your number (you can only do one at a time).

5. Press the Save button.

6. Refresh the webpage and ONE IntegratePlus

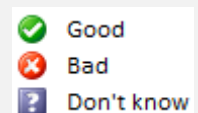
Non web-based applications

1. Select the "Any other type of standard Windows application" option, then press Next.
2. Click and hold the mouse down on the crosshair next to the word "Detect" as in the screenshot.



3. Drag the mouse (without releasing the button) over the text box in your application when a number is stored then release the mouse button when the mouse cursor is above the textbox. This is easiest if you have ONE IntegratePlus Client and your application side-by-side on-screen.

4. If the crosshair icon changes to a check then it is likely that ONE IntegratePlus Client can add dialing support to this box.



5. Press the Next button and then press the Close button to save the settings. Then press Save in the main configuration page too.

6. Close and reopen your application window to see



Client will add a Dial button next to the text box.

if it has worked. The results will depend on what type of application it is. You will either see one of three possibilities:

- a. A dial button will appear to the right hand side of the text box. This means that you have a ".Net application" (you probably saw a check when doing the detection also). If this is the case, then you should proceed to "Detect" the other text boxes in your application to make them work also.
- b. Alternatively, try hovering your mouse above the text box (making sure that there is a valid telephone number in it). All being well, a Dial and Hangup button will appear to the right hand side of the text box. This means that you do not have a ".Net application".
- c. If neither of these two things happen, then the text box probably isn't supported, so you should consider using the Clipboard method instead. Note: You might also be trying it with an web-based application, if so then have a look at the earlier section under dialing from a web page.



17. Web Dialing Configuration

This content will guide you through the process of configuring web page dialing for Microsoft Internet Explorer, Google Chrome and Mozilla Firefox web browsers.

17.1. Configure Internet Explorer to dial phone numbers

ONE IntegratePlus Client automatically installs two add-ons within the Internet Explorer browser:

- 1) Mondago Dialer- a browser extension that scans through web pages to find telephone numbers and converts them to clickable hyperlinks that you can dial.

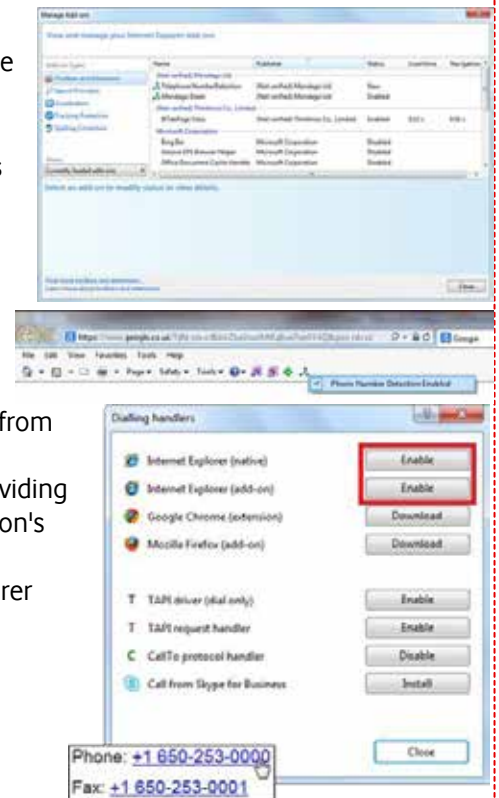
Note: opening a web page (URL) from a browser shortcut pinned to the Windows Taskbar will disable web page dialing on any page opened in this way.

- 2) Telephone Number Detection - which can be viewed and managed from the "Manage Add-ons" menu. Browser Helper Object designed to enhance user experience by providing a clickable button which allows user to control (On/Off) the extension's actions specified above, from within the browser's "Command bar".

Note: To display the Command bar, right click on the Internet Explorer navigation bar and choose "Command bar" from the dropdown list.

You can enable/disable these two add-ons by:

1. Using Dialing handlers options within the ONE IntegratePlus client
2. Changing its status in the "Manage Add-ons" menu within Internet Explorer
3. By clicking on the "Phone Number Detection" button within Internet Explorer's "Command bar"



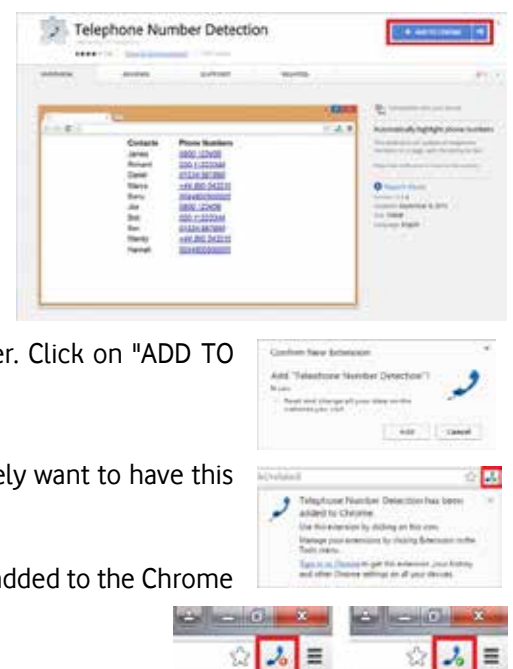
17.2. Configure Google Chrome to dial phone numbers

Dialing handlers provides option to download 'Telephone Number Detection' extension for Google Chrome. This extension turns valid telephone numbers into dialable hyperlinks. Installing the 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).

To download this extension, simply click on "Download" button and Google Chrome will open Chrome Web Store to provide you with the option to add "Telephone Number Detection" extension to your browser. Click on "ADD TO CHROME" button.

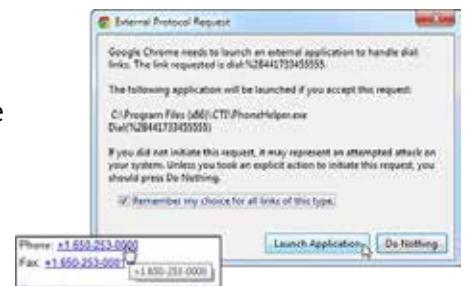
You will then be prompted with the confirmation message if you definitely want to have this extension in your browser. Click on "Add".

Once the extension has been added, a small blue telephone icon will be added to the Chrome toolbar.



After installing and enabling this extension you will be able to control it by the "On/Off" (green/red) telephone button.

Chrome will now be able to identify numbers and convert them into hyperlinks that you can click and dial. The first time you use web page dialing in Chrome, a window may 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 number.



17.3. Configure Mozilla Firefox to dial phone numbers

Dialing in Mozilla Firefox is achieved with the assistance of Codepad's Telify add-on which can be downloaded from the Dialing Handlers window. Click on the download button and Mozilla Firefox will launch Telify "ADD-ONS" page. Click on "Add to Firefox".



Firefox will prompt you with a Software Installation warning message "Install add-ons only from authors whom you trust". From the list of items provided below the warning message, pick "Telify" and click on "Install Now".



A small balloon message will pop from the top-left corner of the browser telling you that the add-on will be installed after you restart your browser. Click on "Restart now".



Once the browser has been reloaded, click on the button in the top-right corner to reveal the main menu, then select 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 dialing add-on are already installed in the correct location so you don't need to install it but it may need enabling



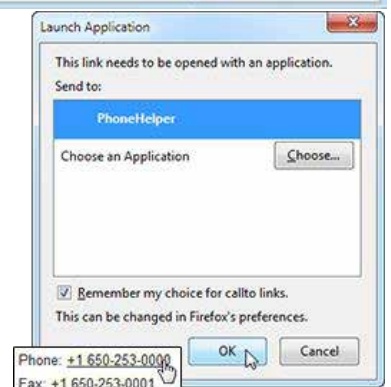
(which is what we are checking now). Click the "Extensions" option in the menu on the left-hand side of the "Add-on Manager" tab to display the list where Telify resides. Telify should be enabled by default. If the add-on's row is greyed out with an "Enable" button, then it is disabled. Just click the "Enable" button and then the "Restart now" button when prompted. Firefox will restart and dialing is almost ready to go.

Once enabled, you can modify Telify's behavior and the appearance of the converted numbers by clicking the "Options" button which appears on Telify's entry on the "Add-on Manager" tab. Make sure that "callto:" is selected in the "User protocol" dropdown box.



The first time you use dialing 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.



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