Hsinchu City Government 1999

Web Call User Guide:

1. It is compatible with 32-bit version of Windows 2000 SP4 / XP / Vista / Windows 7; IE 6.0 or later version. Other operating systems and web browsers are not supported yet.
2. In order to talk to and hear from people through the web call, you must set up the microphone and speakers (or headphone) before you use it.
3. The web call is free of charge.
4. If you close the web browser while in a call, it will cause the interruption.
5. Please do not open two web call pages at the same time, otherwise it would become one way call.
6. It probably does not work if you are under firewall or using a proxy.
7. ActiveX Components: If it is your first time to use it, when it pops up the security warning

, please select install. The component is authenticated by Microsoft.
8. The web call is using computers as medium, and the communication is through the Internet. Therefore the call quality depends on the bandwidth and environment of clients. The quality might differ with the quality of ordinary telephone.

How to Use One Click

This section describes the usage of One Click version at client side.

One Click allows users to connect directly to a specific extension (service) by clicking one button.

Before Start

1. When connecting to the Essence Web Call Client webpage, you can see an information bar right below the address line of the browser window.

2. Right-click on this information bar to reveal a drop down menu and click **Install ActiveX Control**.

3. A Security Warning dialog box appears. Click **Yes** to accept it.
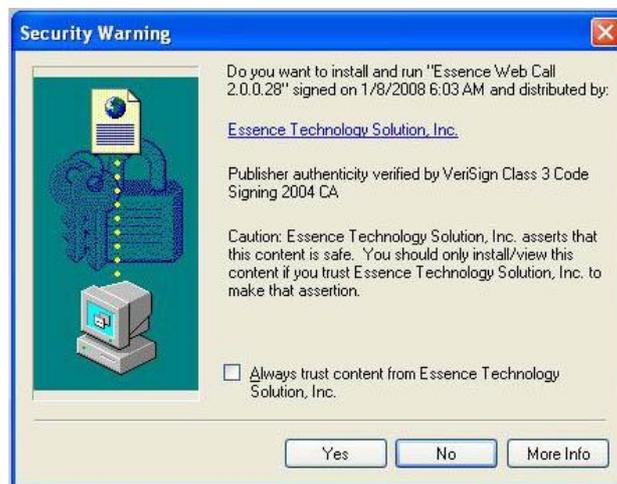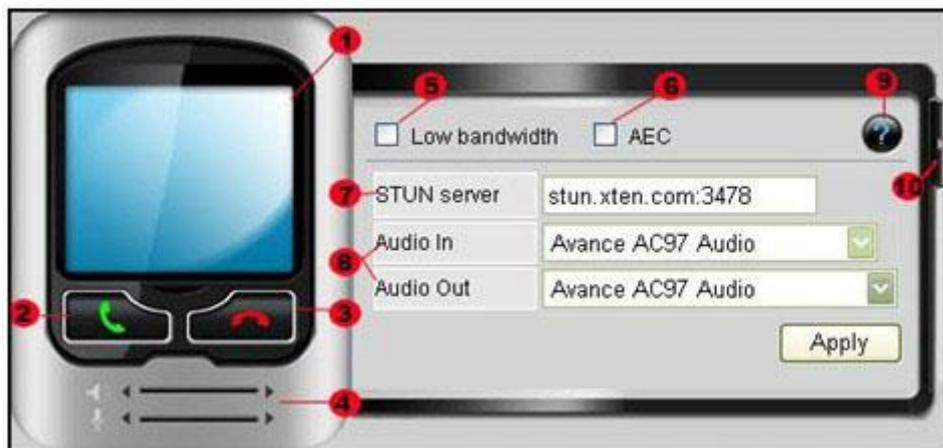

4. After successful installation, you can see the following phone image in the web page.

One Click at a Glance

Here are the descriptions of Web Call Client One Click screen.

1. LCD Monitor	This is the screen shows information of calls.
2. Talk	Click to connect.
3. Hang up	Click to finish the call.
4. Audio adjustment	Click to adjust the audio volume.
5. Low bandwidth	Select to save bandwidth.
6. AEC	Acoustic Echo Cancellation, select to eliminate echoes.
7. STUN server	Enter the domain name for the stun server, or type IP address provided by your service provider. Or leave it blank to disable STUN service.
8. Audio In/Out	Select an audio interface as sound input/output.
9. Help	Click to see help file.
10. Advanced Settings	Click to see more advanced settings. **Note:** After configuration, please click **Apply** to activate the changes.

Make a phone call

1.   Click [phone icon] and you will hear the ringback tone.

When making a phone call, you may see the following messages in the LCD Monitor.

Message	Description
connecting	The web call client is trying to connect this call.
connected	The call is connected successfully.

| disconnected	The call is terminated.

How to Use Keypad

This section describes the usage of Keypad version at client side.

Keypad allows users to input DTMF by using key pad when they enter the IVR system.

Before Start

1. When connecting to the Essence Web Call Client webpage, you can see an information bar right below the address line of the browser window.

2. Right-click on this information bar to reveal a drop down menu and click **Install ActiveX Control**.

3. A Security Warning dialog box appears. Click **Yes** to accept it.
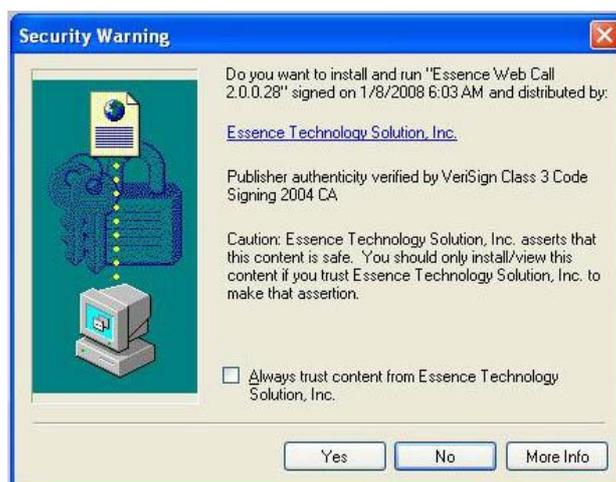
4. After successful installation, you can see the following soft phone in the web page.

Keypad at a Glance

Here are the descriptions of Web Call Client Keypad screen.

1. LCD Monitor	This is the screen shows information of calls.
2. Connect	Click to connect and dial numbers.
3. Cancel	Click to delete all digits.
4. Hang Up	Click to finish the call.
5. Keypad	0 to 9, * and # is for dialed call numbers.
6. Audio adjustment	Click to adjust the audio volume.
7. Low bandwidth	Select to save bandwidth.
8. AEC	Acoustic Echo Cancellation, select to eliminate echoes.
9. Help	Click to see help file.
10. STUN server	Enter the domain name for the stun server, or type IP address provided by your service provider. Or leave it blank to disable STUN service.
11. Audio In/Out	Select an audio interface as sound input/output.
12. Advanced Settings	Click to see more advanced settings. **Note:** After configuration, please click **Apply** to activate the changes.

Make a phone call

1. Click and you will hear the greeting.

2. Dial the numbers following by the # key, and you will hear the Music on hold.

When making a phone call, you may see the following messages in the LCD Monitor.

Message	Description
connecting	The web call client is trying to connect this call.
connected	The call is connected successfully.
disconnected	The call is terminated.