

CLOUD CALLING™



VoipNow® Professional 2.5.3

CallNow Interface

For more information about VoipNow Professional, check:
<http://www.voipnow.com>
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CallNow Interface: Phone Terminal Extensions Only

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Table of Contents

- Chapter 1. What is CallNow** 4
- Chapter 2. How It Works** 6
- Chapter 3. Contact and Support** 9
- Index 10



Chapter 1

What is CallNow

The CallNow interface allows anyone with Internet access to be contacted by an extension from a VoipNow Professional server with just a click.

When a caller makes a CallNow request, if the call is accepted by the VoipNow Professional Phone terminal extension, the server will establish a connection between the caller and the callee.

The Phone terminal extension account owner will be able to receive CallNow requests from callers on the public telephony network, if it has the CallNow feature enabled and CallAPI access.

CallNow provides enhanced versatility for Phone terminal extensions. For instance:

- VoipNow Professional clients can configure a Phone terminal extension as a selective toll free number. The receiver can see who wants to contact him and decide whether he wants to call back or not.
- It allows Phone terminal extensions to be used as part-time free support, marketing or sales channels. For instance, a small company may assign a single employee responsible for both answering the phone and contacting existing customers, free of charge in order to offer them technical support.

For this purpose, they may provide a hyperlink on their web site leading to the CallNow interface where clients enter their names and phone numbers and are then called back for assistance.

- A salesperson can include his CallNow URL in his email messages. This way, clients or other recipients are just a click away from his expertise.



Chapter 2

How It Works

When CallNow is enabled for a VoipNow Professional Phone terminal extension, a CallNow ID is allocated to the extension. This ID allows anyone to initiate call requests to the VoipNow Professional extension over the Internet. If the request is accepted, the VoipNow Professional server will call the requester on the VoipNow Professional client's expense.

For instance:

- John has a Phone terminal extension on the VoipNow Professional server. The extension has the 001*002 number allocated internally and 555-555-0000 externally.
- John activates his CallNow feature using CallNow ID `john_doe`. This means that he now has a personal CallNow URL like `<VoipNow_URL>/callnow/john_doe`. He can send this link to anyone he wishes to allow access to his CallNow account.



Note

An alternative for the above CallNow URL format is `<VoipNow_URL>/callnow/index.php?call=john_doe`.

- Mary's phone number is 555-555-5555. She wants John to call her. Therefore, she accesses John's CallNow interface at `<VoipNow_URL>/callnow/john_doe` (or `<VoipNow_URL>/callnow/index.php?call=john_doe`) and enters her name and phone number, 555-555-5555, without the dashes or any other separator.
- The VoipNow Professional server contacts John on his internal phone number (001*002) and asks for his confirmation. If John accepts the call, then the VoipNow Professional server will initiate a call on John's expense for Mary. This will be a regular phone call from number 555-555-0000 to number 555-555-5555.

The CallNow configuration allows various customizations for the extension's availability, privacy, security and user interface. The incoming call requests can be accepted automatically or confirmed individually, depending on the caller's phone number and/or name. The following options are available in the CallNow Preferences for Extension {extension_name} page:

- CallNow ID - Use the available text box to fill in the CallerID associated to this extension or use the default one (e.g.: ba538fb568343064).
- I am available only in time interval - Use the drop-down list to choose one of the already defined time intervals in which the extension owner will be available to be contacted via CallNow. By default, the `Anytime` interval is selected.
- Do not allow people to contact me while I am on the phone - Select this check box if you would like all the CallNow requests to be rejected while the extension owner is involved in a call.
- Confirmation required before connecting me to caller - Select this check box if you want the extension owner to confirm before accepting a CallNow request.
- Show my name on the public CallNow interface - Select this check box if you want the extension owner's name to be made public in the CallNow interface.
- Ask for the name of the caller - Select this check box if you do not want the anonymous callers to be accepted.
- Use image validation on the public interface - When this check box is selected, a random validation security image is used.

- Language - Use the drop-down list to select the language in which the CallNow interface will be displayed. You may choose either the default language or User's choice to let the caller decide.
- Message on the public interface - Use this text box to specify a welcome message for the extension's public interface.

Once the CallNow preferences are set up and confirmed, the system will generate a CallNow URL. This is set up on the VoipNow Professional server and can be used by external users to contact the extension and request a call. The URL can have any of the following formats:

```
<VoipNow_URL>/callnow/<unique_id>
```

or

```
<VoipNow_URL>/callnow/index.php?call=<unique_id>
```



Note

If image validation is not enabled in the extension's CallNow preferences, then anyone can send a call request in just one step, by incorporating his/her name and phone number in the CallNow request as follows:

```
<VoipNow_URL>/callnow/index.php?  
call=<unique_id>&myname=<caller_name>&phone=<caller_phone>
```




Chapter 3

Contact and Support

For online help and support please visit:

- Support Zone: <https://help.4psa.com>
- Knowledge Base: <http://kb.4psa.com>
- Documentation: <http://help.4psa.com/docs/>

For mailing addresses and phone numbers from our offices:

<http://www.4psa.com/contactus>

If you have any question, do not hesitate to contact us.

Index

C

CallNow, 4, 6

CallNow configuration, 7

CallNow example,

P

Phone terminal extension, 5

U

URL, 8