



Telephony Web Services

TWS OpenCall v3.1

User Guide



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Contacts & Support

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Online documentation

You can access online documentation by clicking on the  icon on the **TWS Caller** sidebar, then by choosing the *Documentation option*.

Document control

Current version 1.4
Previous version 1.3

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1. Overview

TWS OpenCall is a TWS application showing a small toolbar on the top of the screen integrated smoothly and effectively into your work environment, and allowing you to:

- Dial with drag/drop on the bar,
- Dial with copy and click on the phone icon,
- Dial with direct numbering and click on the phone icon,
- Call a contact available in your OpenCall directories: IPBX directories or TWS users directory



Note: There is no supervision on the call, all other call control functionalities being made from the phone device.

To start the application, define a shortcut on the client on the TWS_openCall.exe.

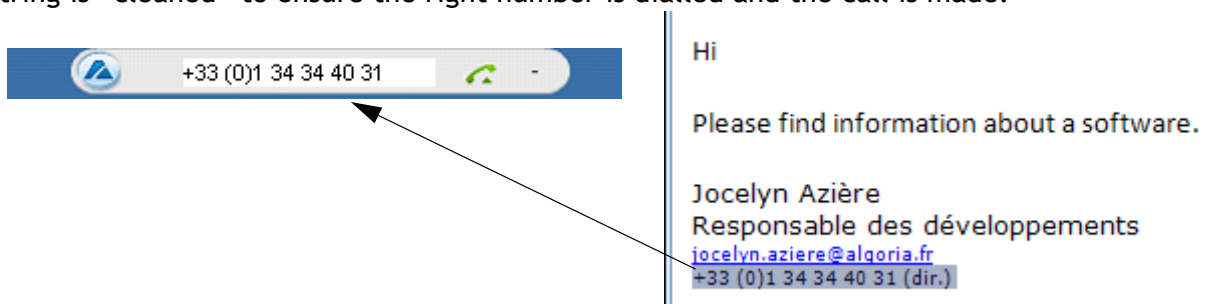
2. TWS OpenCall description

2.1. Dialling with drag/drop

Step 1: select the number you wish to dial by highlighting it in any application (Internet explorer, Excel, Outlook, etc.).

Step 2: drag the number (entire string) with the left mouse button and drop it on any part of the **TWS OpenCall** bar.

Step 3: release the left mouse button. The number appears in the **TWS OpenCall** bar. The string is «cleaned» to ensure the right number is dialled and the call is made.



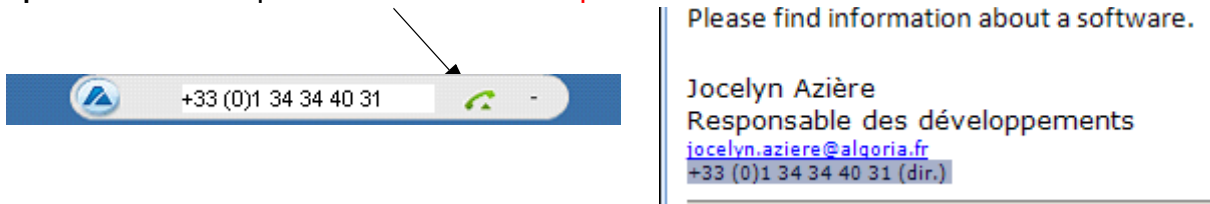
2.2. Dailling with Copy and Click

In environment which are not supporting «drag/drop» feature, you can still perform speed dialling if the «copy/paste» feature is supported:

Step 1: select the number you wish to dial by highlighting it.

Step 2: right click and select the copy option (or use the [Ctrl+C] on Windows, [Apple+C] on Mac) to copy the selected string in the clipboard.

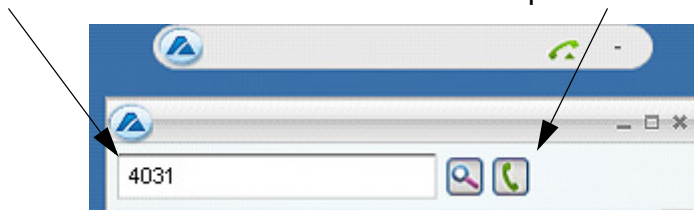
Step 3: click on the phone icon in the TWS OpenCall bar in order to make the call.



2.3. Dialling with direct numbering

To open the edit box window, click on the TWS icon.

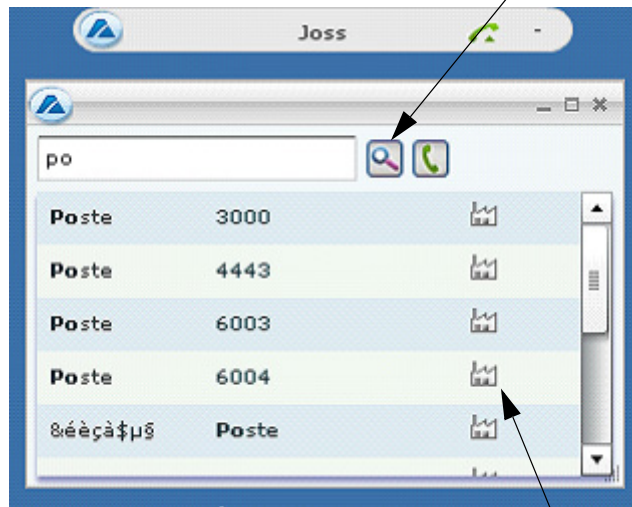
Enter the number to dial in the edit box and click on the phone icon.



2.4. Dialling a contact from a search results

To open the search window, click on the TWS icon.

Enter the string to search in the edit box and click on the search icon



The window display the search results. Click on the relevant phone icon to dial a contact.

Note: The search will be made in the contacts available in your OpenCall directories: IPBX directories or TWS users directories configured by your administrator.